

Summer 2024

BALANCE



SEE WHAT'S INSIDE

24/7 STEMI
CARE

HEALTHCARE ON
YOUR SCHEDULE

CELEBRATING OUR
VOLUNTEERS

HEALTHCARE CLOSE TO HOME, FOR YOUR HEALTHY MIND AND BODY

At Phelps Health, we value both physical and mental health. Employees, their spouses and eligible dependents now have access to eight free counseling or coaching sessions every year with highly trained mental health professionals. I was unsure at first, but using a coach to manage stress and challenges has made a big difference for me. My coach has given me new strategies and tools, making these sessions something I look forward to each month.

Did you know? Phelps Health now provides around-the-clock care for the most severe type of heart attack, a STEMI – sometimes known as a widowmaker due to its seriousness, caused by a complete blockage of a major heart artery.

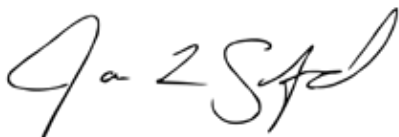
Previously, our STEMI patients would have to travel up to 2 hours to Columbia, Springfield or St. Louis, Missouri, for care. Prompt treatment for a STEMI is crucial to prevent permanent heart damage. In other words, time is critical when it comes to saving heart muscle. Learn more about this exciting development on page 3.

We're also making it easier for our community to access healthcare through KeyCare video visits. A Rolla mom, who was stuck in bed with the flu, recently tried KeyCare and found its convenience helpful, especially outside of regular office hours. Discover more about healthcare on your schedule on page 7.

I hope this issue serves as a reminder to take care of your physical and mental well-being.

Please enjoy this issue of *Balance*.

Sincerely,



Jason Shenefield, President and CEO



“MY COACH HAS GIVEN ME NEW STRATEGIES AND TOOLS, MAKING THESE SESSIONS SOMETHING I LOOK FORWARD TO EACH MONTH.”

Phelps Health *Balance* is a quarterly publication of Phelps Health printed and distributed by Kopytek, Inc., 9595 Dielman Rock Island, St. Louis, Missouri 63132. Information in this magazine is not intended for diagnosing or prescribing purposes. If you have any specific questions or concerns about your health, please talk to your healthcare provider.

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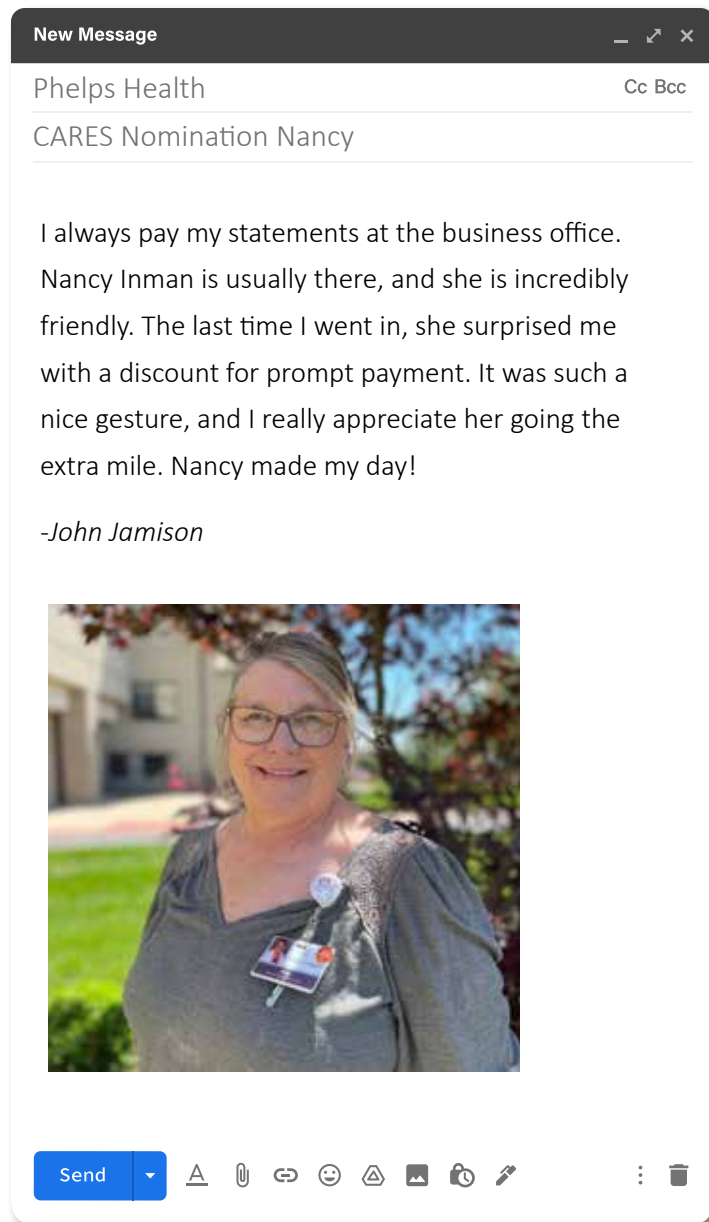
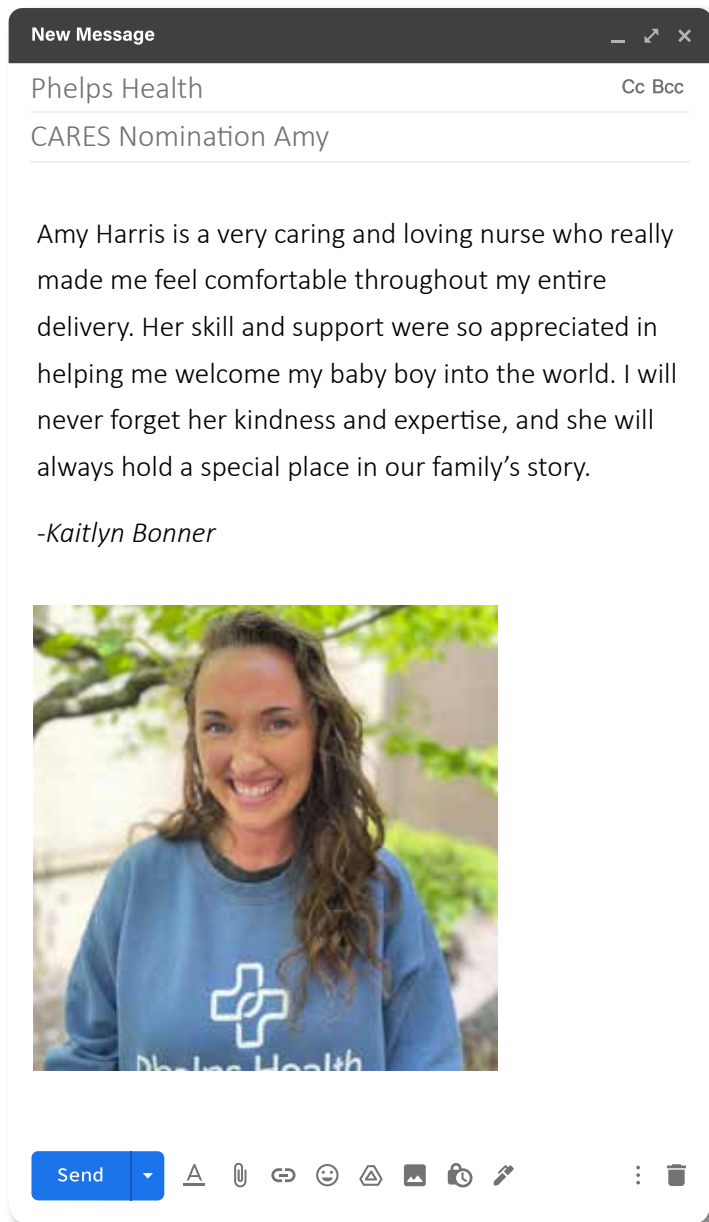
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If you prefer not to receive the Phelps Health *Balance* magazine, please call (573) 458-7620. You also can email your name and the mailing address where you receive the magazine to balance@phelpshealth.org, and you will be removed from our mailing list.

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



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.



ASK A DOCTOR

What You Should Know About HPV and Head and Neck Cancers

What is HPV?

The human papillomavirus (HPV) is the most common sexually transmitted infection in the world, with over 200 strains. Studies suggest that 70% to 80% of adults in the US have been exposed to HPV at some point. Some HPV strains can cause health problems, including genital warts and cancers. The most common ways to contract HPV infection are via skin-to-skin contact and sexual intercourse (vaginal, anal or oral).

How can HPV lead to head and neck cancers?

The immune system is able to clear some HPV strains without any issues. Some strains of HPV, however, can infect the mouth and throat and cause cancers of the oropharynx (back of the throat, including the base of the tongue and tonsils). This is called oropharyngeal cancer. HPV is thought to cause 70% of oropharyngeal cancers in the US. Cancer usually takes years, even decades, to develop after a person gets HPV.

Who is at risk for this type of cancer?

For whatever reason, about twice as many men as women get head and neck cancers. These cancers are also more likely to be diagnosed in people who are over 50 years of age.

What are symptoms of head and neck cancers?

These cancers can be tricky, because they can be asymptomatic (without symptoms) at first. When symptoms do appear, they can include the following:


- A persistent (and typically painless) lump in the back of the throat (the most common symptom that I see)
- A chronic sore throat
- Persistent ear pain
- Trouble swallowing
- Lingering loss of voice



Brian Kriete, MD, ENT Surgeon

How can I lower my risk of getting HPV?

Minimize your risk by doing the following:

- Get vaccinated. Over 15 years of data have shown that the HPV vaccine is safe and effective.  Scan this QR code for details on who should be vaccinated – and when.
- Use condoms every time you have sex.
- Be in a mutually monogamous sexual relationship.
- Reduce your number of sexual partners.



SEE SOMETHING? SAY SOMETHING.

If you suspect something isn't right, make an appointment with your primary care provider (PCP) today. If needed, your PCP can give you a referral to see one of our Ear, Nose and Throat (ENT)/Allergy providers.

PHELPS HEALTH INTRODUCES 24/7 CARE FOR STEMI HEART ATTACKS

By Sarah Potter

Phelps Health has launched around-the-clock care services to treat the most severe type of heart attack called a ST-segment-elevation myocardial infarction (STEMI). A STEMI is commonly referred to as a widowmaker heart attack, and they occur when there's a complete blockage in a major artery in the heart.

Phelps Health cardiologist "Dr. E" says offering this treatment is an incredible benefit for the area.

"Heart attacks can happen at any time, and they need to be taken care of promptly," said Stilianos "Dr. E" Efstratiadis, MD, FACC, FSCAI, an interventional cardiologist at Phelps Health. "Having an experienced interventional STEMI program is huge for the people in the community. They can have their heart issue taken care of immediately instead of traveling two hours and jeopardizing their health."



Phelps Health now has three interventional cardiologists who treat the most severe type of heart attack called a STEMI. From left to right: Dr. Fawad Virk, Dr. Lincoln Shenje and Dr. Stilianos Efstratiadis, known to patients as Dr. E.



“HEART ATTACKS CAN HAPPEN AT ANY TIME, AND THEY NEED TO BE TAKEN CARE OF PROMPTLY.”

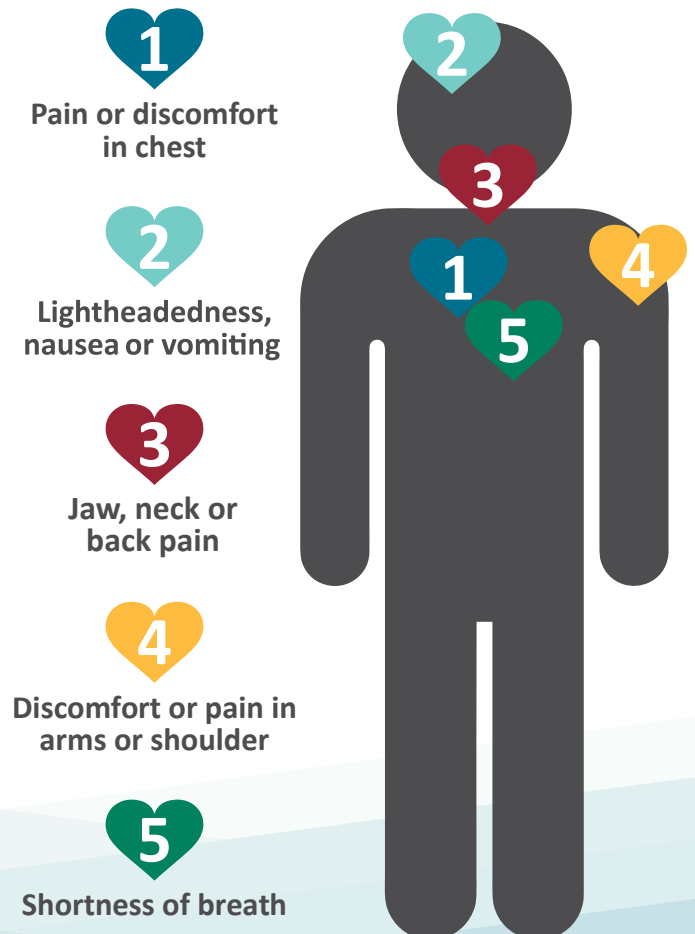
Previously, patients in south-central Missouri had to travel up to two hours to Columbia, Springfield or St. Louis, Missouri, for care. Prompt treatment for a STEMI is crucial to prevent permanent heart damage.

“Suddenly, there’s no blood flow coming to your heart. The artery has to be opened immediately to restore blood flow because every minute that passes by, the heart muscle is dying,” said Dr. E. “You need somebody to open it as soon as possible. That’s why it’s so important to have a STEMI program in our community.”

The Missouri Department of Health and Senior Services designated Phelps Health as a Level III STEMI center. Phelps Health’s two cardiac catheterization laboratories are now open 24/7 to help diagnose and treat severe heart attacks right away. The health system has also assembled a multidisciplinary team of highly skilled physicians, nurses and heart care specialists equipped with the expertise to provide comprehensive care. This dedicated team is poised to deliver rapid diagnosis, prompt intervention and personalized treatment plans, ultimately enhancing patient outcomes and saving lives.

“Our mission at Phelps Health is to deliver exceptional healthcare that meets the evolving needs of our community,” said Jason Shenefield, President and CEO of Phelps Health. “By introducing specialized care for STEMI heart attacks, we are reinforcing our commitment to providing timely, high-quality services that make a meaningful difference in the lives of our patients in south-central Missouri.”

Common Heart Attack Warning Signs



The new STEMI care program at Phelps Health emphasizes a collaborative approach, leveraging the collective experience and knowledge of healthcare professionals to improve patient outcomes. From the moment a STEMI event is identified anywhere in the region, the team springs into action, to collaborate with area healthcare providers to evaluate and receive the patient, and to use advanced diagnostic tools and evidence-based treatments to restore blood flow to the heart muscle and minimize damage.

Dr. E recommends that people who live in south-central Missouri establish care at Phelps Health before they have a heart issue, especially if they have a family history of heart disease.

“You don’t have the luxury to wait. You have to be taken care of locally so the care team knows about your medical records and your specific procedures,” said Dr. E.

Patients experiencing symptoms of a heart attack, such as chest pain, shortness of breath and nausea, should seek immediate medical attention by calling 911. Do not attempt to drive yourself to the hospital.

Phelps Health remains steadfast in its dedication to provide accessible, compassionate care to all members of the community, and to ensure that every patient receives the timely intervention they need to achieve the best possible outcome.



For more information about Phelps Health’s STEMI care services or to schedule an appointment, please visit [phelpshealth.org](https://www.phelpshealth.org) or contact the Phelps Health Heart and Vascular Center at **(573) 308-1301**.



A patient undergoes a heart procedure in one of Phelps Health's two 24/7 cardiac catheterization laboratories.

KEYCARE VIDEO VISIT IS RIGHT ON TIME FOR ROLLA MOTHER



It's past 5:00 PM, and you're tucked in bed fighting what feels like the flu. Leaving home for a doctor's visit seems daunting, especially with young children to care for. *That's where KeyCare steps in.*

By Stefanie Van Wyk

Enter KeyCare

Phelps Health has partnered with KeyCare, a leading virtual care provider, to offer seamless healthcare access from licensed providers through the patient's MyChart account. MyChart is Phelps Health's secure and easy-to-use patient portal. Video visits are a great option to treat a wide range of minor, routine medical issues.

For Rolla resident Lindsey Bartholomew, age 40, KeyCare was a game-changer.

"I was pretty sure I had the flu, and I was very sick," she said. "I could barely get out of bed, so I didn't want to go to the doctor's office."

With a KeyCare video visit, Lindsey found relief without leaving her bed.

"I logged on to the MyChart app and clicked on the menu," Lindsey said. "The KeyCare option was at the very top, and I just followed the prompts. Next thing you know, I'm talking face-to-face with a doctor."

KeyCare visits are easy to access, requiring just an internet connection and a mobile phone, computer or tablet. Lindsey's experience highlights the simplicity and effectiveness of the process.

"The process was very efficient," said Lindsey. "The KeyCare doctor was very thorough and made sure that I felt comfortable."

What's more, KeyCare integrates seamlessly with Phelps Health's medical records, ensuring continuity of care.

"The doctor asked me the reason for my visit, how I was feeling and what my symptoms were," said Lindsey. "After reviewing everything that I had told him, he narrowed it down to two different things that it could be – the flu or COVID."

Since Lindsey had a COVID-19 test on hand, her provider instructed her to take it, and she did. The test came back negative.

"He told me that it was definitely the flu," said Lindsey. "He then called in my medicine, and I was able to pick it up right away. It was all very simple."



“The KeyCare doctor was very thorough and made sure that I felt comfortable.”

LINDSEY BARTHOLOMEW, PHELPS HEALTH PATIENT

Seamless Integration

If you are concerned about drug interactions, KeyCare has the ability to retrieve and share electronic patient records for all patients just like MyChart. Patients shouldn't have to reenter medical history such as medications and medical conditions. After the video visit, the visit note will be available in the Phelps Health electronic medical record system, so that a patient's regular provider(s) can access the notes.

In Lindsey's case, her doctor encouraged her to follow up with her regular Phelps Health provider, if her symptoms didn't improve. This visit and her prescribed medication, however, solved her medical issue at hand.

Since her visit, Lindsey has been recommending the KeyCare service to friends and family. The Rolla mom will likely use it again, for herself or for her children, should the need arise.

"I got Tamiflu (an antiviral medication used to treat the flu), and I honestly started feeling better really quickly," Lindsey said. "If I didn't have [access to] KeyCare, I probably wouldn't have gone to the doctor in this case. KeyCare made it where I could see a doctor from the comfort of my own home and get what I needed."



Watch a step-by-step video of the KeyCare process by scanning this QR code.

HEALTHCARE ON YOUR OWN TERMS

KeyCare offers peace of mind for a flat fee of \$59. It's a self-pay service that's easy to use, especially for those with electronic health records like MyChart.

KeyCare visits are not intended for individuals with government-payor 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 can also use the Phelps Health Walk-In Clinics or another clinic closest to them.

The next time you're feeling under the weather, consider KeyCare for convenient, quality healthcare – right at your fingertips.

PHELPS HEALTH *celebrates* DEDICATED VOLUNTEERS

VOLUNTEERING: BY THE NUMBERS

TOTAL VOLUNTEER
SERVICE HOURS IN 2023:

15,057

EQUIVALENT TO OVER

\$429,000

IN WAGES

TOTAL CURRENT
VOLUNTEER EXPERIENCE:

650

YEARS





AUXILIARY AND VOLUNTEER SERVICES LUNCHEON

By Sarah Potter



Whether guiding visitors to their doctor's appointments or crafting stuffed animals for children undergoing treatment, volunteers play a vital role in fostering the supportive community environment at Phelps Health.

Their dedication goes above and beyond hours volunteered; they have also contributed over \$3 million

Each year, the Phelps Health Auxiliary and Volunteer Services hosts a celebratory luncheon to honor the commitment and compassion shown by volunteers within the community, who extend their support through the health system. These individuals often embody the warm, welcoming presence visitors find at the Hospital.

towards various programs and equipment over the years. In 2023 alone, the Auxiliary and Volunteer Services Board funded crucial resources such as an infant security system for the Obstetrics and Nursery Department, virtual reality (VR) equipment to enhance offsite training through simulation labs, and a \$5,000 donation to Camp Capable, enabling children with developmental delays and disabilities to experience summer camp.

The Auxiliary luncheon, held annually during National Volunteer month in April, drew over 50 volunteers this year. Attendees enjoyed the circus-themed event and received gift bags prepared by staff. Entertainment included a balloon artist and a ventriloquist, adding a festive touch to the occasion.

"Our volunteers make Phelps Health a better place to work and receive care," said Crystal Lorah, Director of Auxiliary and Volunteer Services. "They take the time that staff often don't have to check on the well-being of patients and staff alike. They are quick to offer a smile and helping hand!"

HERE ARE THE STORIES OF SOME OF OUR LONGEST-SERVING VOLUNTEERS:



Helen Hoertel,
*37 years of service,
8,503 hours*

Helen began volunteering in 1986 at the visitor desk, extending warm greetings to all who entered the Hospital. These days, Helen continues her service from the comfort of her home, sewing colorful flannel bears for children in need of comfort.

“The kids love the bears because they are so cute and cuddly, and they are fun to make,” said Helen. “I find it very gratifying. I enjoy it as a way to volunteer even if you don’t leave home.”



Leona Rosenow,
*28 years of service,
7,003 hours*

Leona assumed the role of president of the Auxiliary Board in January 2024. She says that volunteering has been as fulfilling for her as for those she serves.

“I enjoy it because it gets me out of the house and seeing people,” said Leona. “I have made a lot of friends, and I try to encourage others to volunteer, too. It’s rewarding, and you feel like you’ve helped some people.”



Betty Davis,
*22 years of service,
936 hours*

Betty’s journey with Phelps Health began in 2002, after she retired from a local accounting firm.

“I was bored without something to do during tax season so volunteering kept me busy,” said Betty. “I’ve made some good friends over the years. It feels like I am doing a service for others.”

WANT TO MAKE A DIFFERENCE?

Auxiliary volunteers work in 35 different areas throughout Phelps Health. Contact Crystal Lorah, Auxiliary director, at (573) 458-7947 or email clorah@phelpshealth.org to learn more about volunteering opportunities.



FOUNDATION

UPCOMING EVENTS

AUGUST 29

Heart-2-Heart Phelps County

OCTOBER 4

Heart-2-Heart Pulaski County

Join us for one or both of these fun, educational events with a focus on heart health. Stay tuned for more details!



meet the team

Established in 1996, the Phelps Health Foundation is a 501(c)3 organization that provides for the healthcare needs of our community through the Mission Fund, which supports Phelps Health initiatives and patient needs.



John Money

*Senior Vice President of
Human Resources and
Philanthropy*



Paige Marsolais-Heitman

Director of Philanthropy



Beth Dare

Database Administrator



Cody Fulkerson

Annual Fund Manager



Learn more about the Foundation by scanning this QR code or visiting phelpshealth.org/foundation.

2023 PHELPS HEALTH FOUNDATION MISSION FUND

The Phelps Health Foundation Mission Fund supports Phelps Health initiatives and direct patient needs. When you give to the Mission Fund, your donation matters! Check out these 2023 highlights, by the numbers:

In 2023, the Mission Fund disbursed \$87,486.78 (of \$100,000) to assist with 1,434 patients.



1,249

Patients received meals through the DDCI lunch box program.



60

Patients received assistance with medical supplies, procedures and transportation expenses.



37

Patients received free mammograms in October.



34

Patients received assistance with housing and/or living expenses.



32

Patients received nutritional supplements.



19

Individuals received "Define Your Shine" cancer care packages.



3

Families received assistance with burial expenses.

The Phelps Health Foundation also supported **National Cancer Survivors Day**, **National Nurses Week**, the **DAISY Award** and many more initiatives. Additional funding from the Cancer Gala & Co. and private donations supports several other designated initiatives.

MEET OUR NEW PHYSICIANS AND PROVIDERS

Please help us welcome our new providers to Phelps Health:



Sasan Moshirzadeh, MD
Neurology



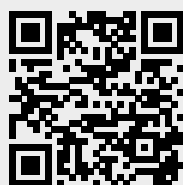
Mylhan Myers, DO
Family Medicine Obstetrics



Amber Cook, DNP, ACHPN
Supportive Care



Elliotte Bourne, PA-C
Family Medicine



THESE PROVIDERS ARE ACCEPTING NEW PATIENTS!

Scan the QR code to read their bios, discover their areas of expertise, see their clinic locations and more.



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

therapy dog team

By Jane Spohr

Did you know that April 11 was Dog Therapy Appreciation Day?

Meet a few members of our valued therapy dog team with the Phelps Health Pet Pals program. The program's main goals are to increase patient satisfaction and improve employee morale.

Golden retriever Jesse holds the record for carrying an impressive three tennis balls in his mouth at once! But his real talent lies in bringing smiles to patients' faces.

Jethro, our sweet black Lab mix, may take an interest in every trash can he encounters, but his true passion is melting away worries with his soulful eyes.

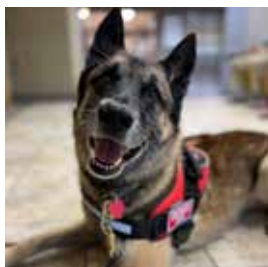
Ozzie, a Belgian Malinois, has a heart of gold. He loves shaking hands with patients and staff alike and brings a sense of joy, even on the toughest days.

Nemo isn't just another handsome face. This Pembroke Welsh corgi is a herding whiz and uses his intelligence and calm demeanor to provide support to those in need.

These are just a few of our amazing therapy dog team members who bring a unique kind of medicine to our patients. We're incredibly grateful for the difference they make!



Jethro



Ozzie



Nemo



Phelps Health

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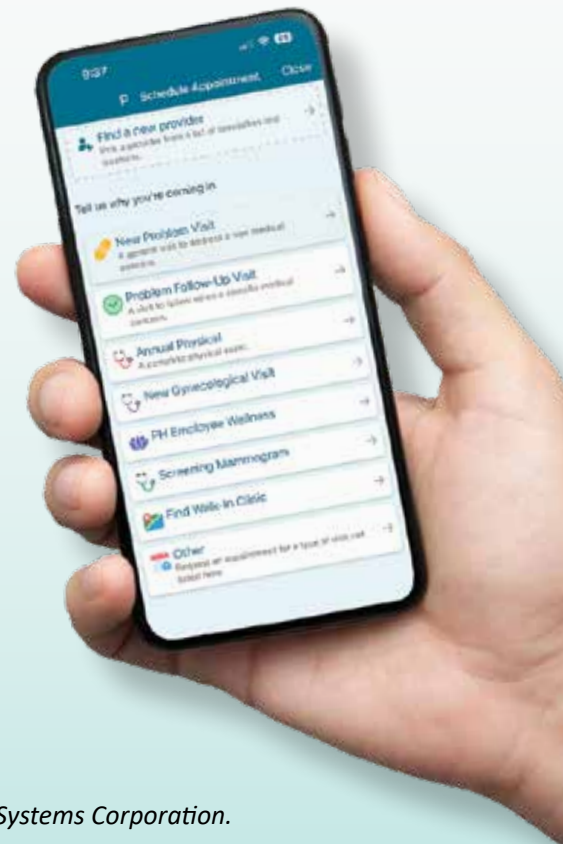
Phelps Health offers MyChart, a secure and easy-to-use patient portal.

With MyChart, you can do the following:

- Schedule appointments
- Get on the wait list
- See real-time test results
- Check in before you arrive
- Request prescription refills
- Message your healthcare provider
- Pay your bill and more

Don't have the app? Access MyChart using any device with an internet connection or download the mobile app.

PHELPSHEALTH.ORG/MYCHART



MyChart® is a registered trademark of Epic Systems Corporation.