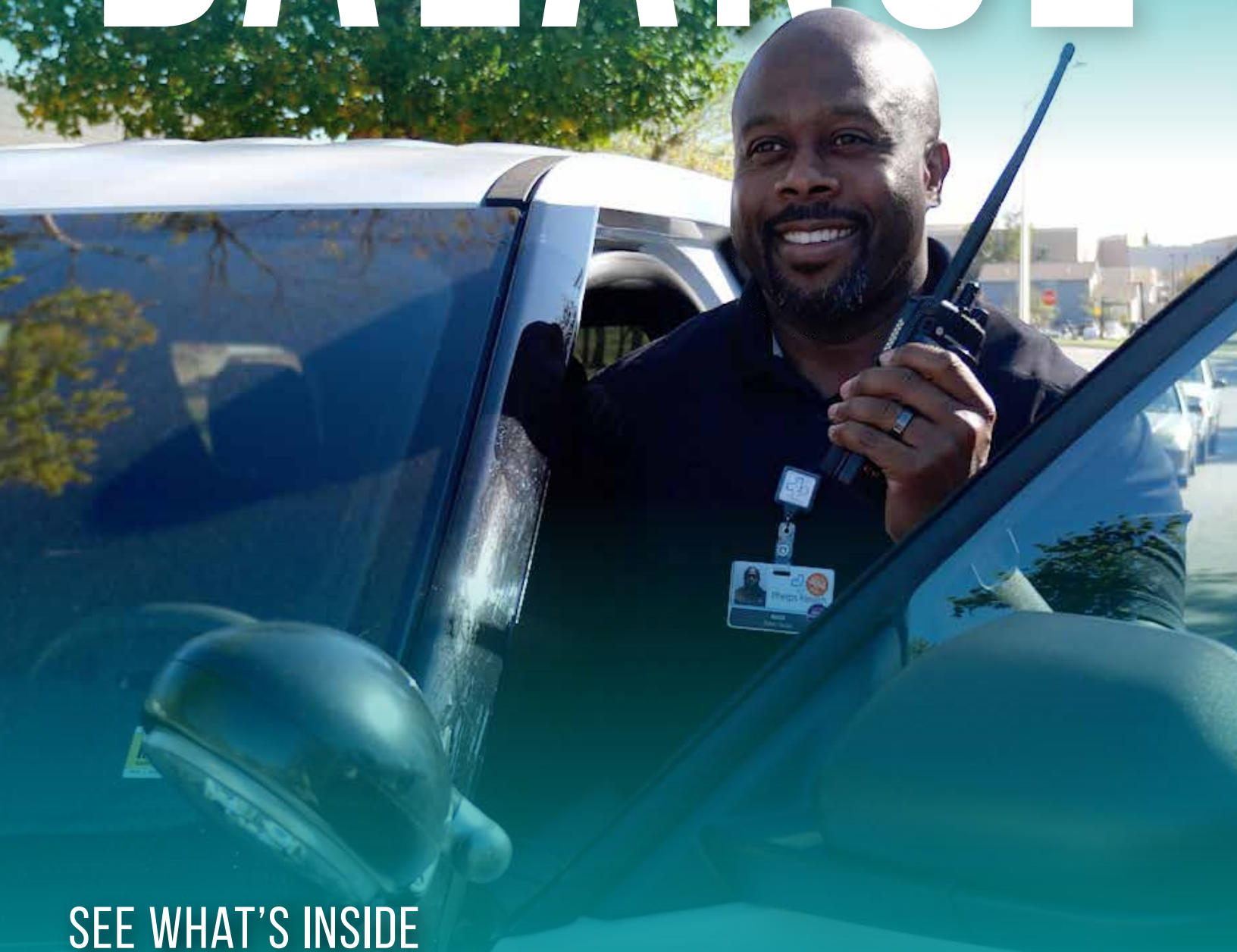


Your Health. Our Mission.

Winter 2023

BALANCE



SEE WHAT'S INSIDE

50 YEARS IN
HEALTHCARE

MEET OUR CHIEF PUBLIC
SAFETY OFFICER

CANCER SCREENING
RECOMMENDATIONS

IT TAKES A VILLAGE

You may have heard the phrase, “it takes a village to raise a child,” but I have a slightly different take on the phrase. I believe it takes a village to provide comprehensive healthcare and an exceptional patient experience to the people in our communities.

When it comes to healthcare careers, doctors, providers and nurses are crucial to caring for our patients. In addition, many other support staff are instrumental in making sure our healthcare system runs smoothly.

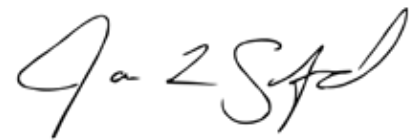
In this issue, we’ll introduce you to Ellen Buhr, a 50-year veteran of the healthcare industry, who has spent the last 38 of these years working for Phelps Health. Turn to page 3 and read why she finds her career to be extremely rewarding.

Registered medical assistants are vital employees, too. One such employee, Kimberly Wagoner, is currently pursuing her mission of helping others, thanks in part to the Phelps Health Auxiliary and Volunteer Services scholarship program. In March of 2024, Kimberly is scheduled to graduate with a degree in healthcare management. Read about her journey on page 7.

Public safety is another invaluable pillar for any healthcare organization. On page 9, meet Chief Public Safety Officer Keith Ruffin, Sr. who discusses how his officers ensure that Phelps Health remains a safe environment for our patients, visitors and employees.

Please enjoy this issue of *Balance*.

Sincerely,



Jason Shenefield, President and CEO



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Phelps Health
1000 West 10th Street
Rolla, MO 65401
(573) 458-8899
phelpshealth.org

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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 January 31 for a chance to win a Phelps Health tote bag full of goodies.

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

Katrina, who works at the Bond Building, has been instrumental in coordinating all the moving parts for my care. This took a great burden off of me and my family. Thank you so much.

-Christopher Dew

Sofai, who works in the Lab Registration area, is always very kind when I see her.

-Danielle Cook

Billie, who works in the ENT clinic, was so helpful as I checked in. I am 86 years old and barely know how to use a computer or cell phone. She guided me through the check-in process. Thanks, Billie!

-Carol Schultz Wientge

John-Paul Soberano, MD, is so nice to me. He cares about what is going on with me. It is such a wonderful experience. Dr. Soberano listens and understands and has been so helpful to me. I have not seen him for a long time, but what a difference. I am so thankful my oxygen company told me about him.

-DiAnne Young

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.



John Armstrong, DO

Ask a Doctor

What to Know About Diabetes and Your Diet

What is diabetes? How are types 1 and 2 different?

Diabetes is a disease where the body cannot control sugar appropriately. The pancreas is an organ that secretes a hormone called insulin that tells your body to use or store sugar for energy. A person develops diabetes when the pancreas stops producing insulin, or when insulin quits working correctly.

The two most common types of diabetes are type 1 and type 2. **Type 1 diabetes** is usually a sudden disease that occurs in children where their pancreas stops producing insulin. Type 1 is often caused by the immune system attacking the pancreas. **Type 2 diabetes** is usually a gradual development where the pancreas keeps making insulin, but the organs in the body stop responding to the insulin. Type 2 is typically caused by lifestyle factors and genetics. Some of these contributing lifestyle factors include obesity, a lack of physical exercise, excess carbohydrate (carb) consumption and a poor diet.

I was recently diagnosed with diabetes. Does this mean I have to cut out all sugar?

No, you don't need to eliminate all sugar. However, you'll need to be aware of the amount of sugar and carbs that you're consuming in a day. Try to reduce your daily intake as much as possible. One of the easiest ways to reduce the amount of sugar in your diet is to eliminate sweetened drinks, like soda.

MORE FOOD FOR THOUGHT

Did you know? Phelps Health offers a Diabetes Self-Management Education and Support program. Contact your primary care provider for a referral. Phelps Health also offers a free monthly diabetes support group. See meeting details at phelpshealth.org or learn more by calling (573) 458-7314.

What should a healthy diet look like for someone with diabetes? What is an example of a healthy breakfast, lunch and dinner?

Start with a nonstarchy vegetable, such as broccoli, spinach, green beans or cauliflower. Add in a good source of lean protein, like chicken, turkey, beans, tofu or eggs. Healthy carbs are an important part of your diet as well, but they should be consumed in moderation as they will have the largest impact on blood sugar. When selecting carbs, look for whole-grain foods such as brown rice, whole-wheat pasta, whole-grain bread, oatmeal, lentils, quinoa and chickpeas. Some fruit is fine to eat, but try to avoid eating large amounts, as fruits are high in natural sugar. I suggest choosing apples, blueberries, strawberries and cantaloupe. Limit processed or refined foods, as they tend to cause the largest increase in blood glucose (particularly avoid fruit juices and soda). Fats are fine for people with diabetes to consume, but try to avoid saturated fats (such as butter and cheese) and focus on healthier, unsaturated fats (such as olive oil and avocados).

A healthy daily diet might consist of the following:

BREAKFAST:
Oatmeal with sliced apples and a hard-boiled egg

LUNCH:
Chicken fajitas with whole-grain tortillas, a side of pinto beans and a side salad

DINNER:
Baked cod with lemon, a side of broccoli and squash soup

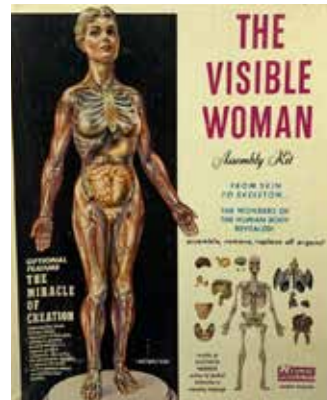
50 YEARS AND COUNTING: ELLEN BUHR SHARES WHY SHE STAYS IN HEALTHCARE



By Paul Hackbarth

Ellen Buhr, RN, can't exactly pinpoint why she decided to pursue a career in healthcare 50 years ago.

"I never played nurse as a kid, and I never was a candy striper (a teenage volunteer at a hospital)," she said. "I do remember one time my dad took me shopping, and I got the Visible Woman."



For those not familiar with this toy, the Visible Woman had a clear plastic shell that showed a woman's bones, organs, blood vessels and more to teach kids about anatomy.

That toy may have been the only hint that Ellen would one day work in the healthcare field.

Earlier this year, Phelps Health staff surprised Ellen and

recognized her for being employed in the healthcare sector for half of a century.

"My coworkers have held two surprise parties for me. Once, when I turned 60 years old, and this year, when I celebrated 50 years in healthcare," she said.

Ellen, who is 72, is a quality analyst with the Clinical Quality and Measurement (CQM) Department at Phelps Health. In this role, she works with data and reviews charts for new mothers and babies as well as sepsis charts for hospitalized patients. (Sepsis is a serious medical condition caused by the body's extreme response to an infection, often leading to organ dysfunction.)

Along with her coworkers, Ellen helps ensure the organization and employees are following healthcare regulations and works with staff to prepare them for surveys from The Joint Commission, Centers for Medicare and Medicaid Services (CMS) and the Missouri Department of Health and Senior Services (DHSS).

50 YEARS AGO

Ellen's journey in healthcare began when she completed a 3-year nursing program at Barnes Hospital School of Nursing in St. Louis. She received a nursing diploma and went on to work at Barnes Hospital from 1973 to 1977.

Over the next several years, Ellen and her husband, Lee, moved around the country, from Wyoming to Kansas to Texas. Ellen was employed as a nurse at different hospitals in those states before moving to and settling down in Rolla with her family in 1984.

She worked for a home health agency in Waynesville until March 1985, when she got a job at Phelps Health (then Phelps County Regional Medical Center).

She was a nurse in the Pediatrics and Medical-Surgical units before moving to the Medical Oncology floor at the hospital. She became a certified oncology nurse, a charge nurse and finally the director of the unit for a few years.

"I remember having up to 45 patients on the Medical Oncology floor," Ellen said.

In March 2005, she became a nurse in Acute Medical Services, and a year later, she joined the CQM Department, where she has been ever since.

WHAT'S DIFFERENT

In her 5 decades working in healthcare, Ellen has seen plenty of changes, most notably the move from paper to digital records.

"The introduction of the computer system was a big change," Ellen said, recalling how she had to practice her typing skills.

Ellen also has noticed how the relationship between patients and their care teams has shifted throughout her career.

"When I first started, the patient didn't question what the nurse or doctor said. Now, patients are more interested in and better understand their health," she said.

Nowadays, patients better know the reasons they are taking certain medications. "Years ago, I remember asking patients why they were taking medicines, and they said, 'Because my doctor told me to,'" she said.

Another change Ellen has seen over the years is different staffing structures.

"There were no dedicated teams to help when a patient coded (when a patient needs urgent, lifesaving measures)," Ellen recalled. "It was just you and your fellow nurses, and you'd call in the doctor when needed. We were supportive of each other and helped one another get through the day together."

WHY SHE STAYS

"Healthcare is very rewarding," Ellen said as to why she continues to work in this industry. "I like what I do and the people I work with. That's what kept me in nursing:

My love for teaching and for patient care."

Seeing patients improve and go home was always a rewarding moment for Ellen.

The mental stimulation her job requires and the social interactions she has with her colleagues are additional reasons she wants to stay in her role.

"I need to keep my mind busy," she said, adding that she has no plans to retire anytime soon.

Ellen enjoys working at Phelps Health and her coworkers are a big part of why she continues to work.

"It's a great work environment. The people are professional, and you have the support and tools you need to do your job," she said.

Ellen added that during her tenure at Phelps Health, she has found administrators, especially in nursing, to be supportive of her.

ADVICE FOR FUTURE NURSES

One of Ellen's biggest pieces of advice for anyone considering a healthcare career, especially as a nurse, is to remember the difference you can make.

"You have the ability to make a person's day better," she said. "Also, try to keep your patients and their families informed. The more they know, the better they get."

Nurses also should strive to be advocates for their patients, Ellen said.

"I like to think of nurses as patients' last line of defense. So, nurses should feel comfortable speaking up," she said.

WANT TO MAKE A DIFFERENCE?

Find a healthcare job that's an ideal fit for you. From nurses to medical assistants to home health staff and more, visit phelpshealth.org/careers to find your next career.



Ellen Buhr, RN, has worked at Phelps Health since 1985, but she has been employed in the healthcare industry for 50 years.



Ellen Buhr, center, is shown with her coworkers. Ellen was recognized for working 5 decades in the healthcare sector, and she has no plans to stop anytime soon.

Make Your Screening List and Check It Twice

By Paul Hackbarth

When it comes to cancer, early detection allows for the best outcomes. The earlier you can catch cancer, the more treatment options you have available and the better chances for survival.

Unfortunately, many people don't experience signs of cancer until the disease is in its advanced stages. However, don't wait for symptoms to appear. Regular screenings are important because they can find cancer before you have symptoms.

At Phelps Health, we encourage you to make your health a priority in 2024 and in the years to come.

From mammograms that detect breast cancer to colonoscopies, which can find colorectal cancer, screenings can save lives. So, how do you know which screenings are right for you? When should you be screened for cancer?

Refer to the recommended cancer screening guidelines below.

BREAST CANCER SCREENING

- ❑ Women ages 25-39: See your primary care provider for your breast cancer risk assessment and breast exam every 1 to 3 years.
- ❑ Women ages 40 and over: Get your annual breast cancer risk assessment, breast exam and mammogram.

Women at average risk should begin yearly mammograms at age 40. If you have a family history of breast cancer, talk with your healthcare provider to decide if you should be screened earlier.



2023 Breast Cancer Screening Event

LUNG CANCER SCREENING

Lung cancer screening, using a low-dose CT scan, is recommended for people who meet the following criteria:

- ❑ Ages 50-80
- ❑ Minimum 20 pack-years smoking history (To calculate pack-years, multiply the number of cigarette packs you smoked per day by the number of years you have smoked.)
- ❑ Current smoker or former smoker who quit less than 15 years ago
- ❑ No symptoms of lung cancer

Talk with your healthcare provider about beginning annual lung cancer screening.

COLORECTAL CANCER SCREENING

If you are at average risk of colorectal cancer, you should start testing at age 45 and continue through age 75. (See recommended screening frequency below).

- ❑ After age 75, the decision to continue screening should be personalized.
- ❑ Colonoscopies and stool-based tests can be used to screen patients for colon cancer.
 - A colonoscopy every 10 years is recommended for adults, beginning at age 45.
 - As an alternative to a colonoscopy, a stool-based FIT (fecal immunochemical test) can be done once a year, or stool DNA tests can be done every 1 to 3 years.
- ❑ If you are at high risk for developing colorectal cancer (have a personal or family history of colon cancer or polyps), talk to your healthcare provider about screening recommendations.



PROSTATE CANCER SCREENING

- ❑ Starting at age 40, men at extremely high risk of prostate cancer (men who have more than one first-degree relative who had prostate cancer at an early age) should talk to their doctor about being screened.
- ❑ Starting at age 45, men at high risk of prostate cancer (African Americans or men who have a first-degree relative (father, brother, etc.) who was diagnosed with prostate cancer at an early age) should talk to their doctor about being screened.
- ❑ Starting at age 50, men at average risk of prostate cancer should talk to their doctor about being screened.
- ❑ Your overall health, not age alone, is important when making decisions about prostate cancer screenings.

CERVICAL CANCER SCREENING

Starting at age 21, women also should talk to their doctor or provider about Pap tests, or Pap smears, which screen for cervical cancer. Beginning at age 30, women should ask their healthcare provider about HPV (human papillomavirus) tests for cervical and other cancers.



Lung cancer screening using a low-dose CT scan

ARE YOU DUE FOR A SCREENING?

Contact your primary care provider today to check cancer screenings off your list. If you don't have a primary care provider, call (573) 364-9000 to establish care with a Phelps Health provider today.

MEET AMY KOENIG



Learn more about Amy Koenig, who has served as Phelps Health's cancer screening and prevention coordinator at the Delbert Day Cancer Institute (DDCI) since August 2023.

WHAT ARE SOME OF YOUR JOB DUTIES?

I work with the Siteman Cancer Outreach Research Engagement (SCORE) project to help plan and put on events at Phelps Health and in the community. This project is a Siteman Cancer Network (which the Phelps Health DDCI is part of) initiative to implement cancer screening events aimed at prevention and early diagnosis of breast, colorectal, lung and prostate cancer. I also promote cancer screenings and prevention at community events and track cases through the lung cancer screening program.

With lung cancer screening, I compile statistics and send letters to patients about their results or remind them to return for annual screening or follow-up care. I also talk with providers and patients when there are questions.

WHAT DO YOU LIKE MOST ABOUT YOUR JOB?

My favorite part of my job is working with the caring staff at the DDCI. I also enjoy educating people about screenings and other healthy lifestyle choices. I enjoy the variety of working with people, planning events and interacting with data.

WHAT ELSE WOULD YOU LIKE PEOPLE TO KNOW ABOUT YOUR ROLE?

I am working to create more community events to promote cancer screening, including some in conjunction with the SCORE project. I am available to talk with groups to discuss appropriate screening at different decades in life and lifestyle choices to help prevent cancer. (Learn more by contacting me at (573) 458-7469 or akoenig@phelpshealth.org.) We can't prevent all cancer, but we can choose to take good care of ourselves, so our bodies are strong when or if we face a cancer diagnosis.

AUXILIARY SCHOLARSHIPS CONTINUE TO OPEN DOORS

By Stefanie Van Wyk

Did you know? Every time you make a purchase at Phelps Health's Lily Pad Gift Shop, the Repeat Boutique or the Cafeteria, you could be positively impacting someone's future. Proceeds from these locations, along with commission from vending machines, and annual fundraisers and fairs, help support the Phelps Health Auxiliary and Volunteer Services scholarship program.

Each year, the Auxiliary awards scholarships to help students complete a licensed practical nurse (LPN), registered nurse (RN), Bachelor of Science in Nursing (BSN) or allied health program.

"The word 'auxiliary' means 'help,' and that's what we aim to do," said Sherry Elliott, Auxiliary second vice president and chair of the Auxiliary Scholarship Committee. "One of the most rewarding things we do each year is to provide scholarship assistance to those who have decided to work in the healthcare field. Often, these scholarships benefit Phelps Health as well. A majority of the scholarship recipients remain working for the organization after finishing their programs."

For Kimberly Wagoner, who received an Auxiliary scholarship last year, the gift reaffirmed her belief in the power of community.

"As a mother, student and employee with ambitious dreams and limited financial resources, I found myself facing obstacles in pursuing higher education," said Kimberly, who currently works as a registered medical assistant at Phelps Health. "The scholarship program gave me hope, providing an opportunity to overcome barriers and achieve my academic goals."

A DESIRE TO HELP

From an early age, Kimberly remembers being fascinated by the field of healthcare.

"I was raised by my grandparents, and as they aged and required care, I took on a caregiver role," she



Kimberly Wagoner, a registered medical assistant at Phelps Health, received a Phelps Health Auxiliary scholarship in 2022.

said. "I've always been drawn to the idea of helping others and making a positive impact on people's lives. My grandmother also worked for and retired from Phelps Health.

"Phelps Health is like a second home to me. As a teenager, I spent my summers in these halls through the VolunTEEN program (where local teens volunteer in different areas at Phelps Health). Through my high school and Rolla Technical Center (RTC), I started my healthcare career in 2004 as a CNA (certified nursing assistant) and an EMT (emergency medical technician). When I graduated from high school, I was working as a CNA at a local nursing home."

NEED A BOOST?

The Auxiliary awards several annual scholarships to qualifying students (you don't have to be a Phelps Health employee to qualify). Applications are taken in early fall, and interviews are held in mid-November. Look for the 2024 application on the "Scholarship and Financial Aid" webpage next summer. For more information, contact Crystal Lorah, director of Auxiliary and Volunteer Services, at clorah@phelpshealth.org or (573) 458-7947.

To apply for one of the several \$2,000 Auxiliary scholarships awarded each year, students complete an application process that includes providing reference letters and a copy of their academic grades. Kimberly said the application process was user-friendly and straightforward, including the written and interview portions.

"Every board member was compassionate during my interview," she said. "They provided adequate time between questions to allow me to gather my thoughts."

A MARATHON

In March 2024, Kimberly will graduate from Ottawa University with a Bachelor of Arts degree in healthcare management. (Phelps Health has a partnership with the university, which gives her a tuition discount.) Kimberly was previously enrolled in nursing school, but life intervened.

"During my second semester of RN school, my mother had two strokes, 30 days apart," Kimberly said. "My focus shifted to caring for her, and unfortunately, I wasn't able to complete the degree. After many sleepless nights and tough conversations, I realized that patients (like my mother) need someone in the background fighting for them. Everyone deserves to receive high-quality care with dignity. I became intrigued by the complexities of healthcare policies and

regulations, realizing their impact on the delivery and accessibility of care. I am determined to combine my passion for healthcare and patients to create a lasting impact on the industry."

As a Phelps Health employee, Kimberly has been able to take advantage of the tuition reimbursement program, as well.

"I began my education journey in 2004," said Kimberly, whose journey can best be described as a marathon.

"My associate's degree absorbed my financial aid resources. I'm personally financing my bachelor's degree, placing a strain on my finances. The [Phelps Health tuition] reimbursement program has allowed me to continue pursuing my education," she said.

For students interested in applying for an Auxiliary scholarship, Kimberly said the process is well worth the effort.

"The scholarship program has opened doors to a network of mentors, alumni and fellow students," Kimberly said. "The program's emphasis on leadership development and community engagement has given me the confidence to take on leadership roles. With my financial burdens lightened, I've been able to fully immerse myself in my studies. The program also has given me a sense of gratitude and responsibility, motivating me to give back to my community and inspire others. I am so thankful for this scholarship."

I AM DETERMINED TO COMBINE MY PASSION FOR HEALTHCARE AND PATIENTS TO CREATE A LASTING IMPACT ON THE INDUSTRY.

MEET PHELPS HEALTH'S CHIEF PUBLIC SAFETY OFFICER

By Stefanie Van Wyk

As Phelps Health's new chief public safety officer, Keith Ruffin, Sr. has a full agenda. But first things first.

"I start my day with Colombian coffee," said Officer Ruffin, who believes the Keurig is among the greatest inventions. "I have two cups and try to make sure that I'm spacing them out so that I can actually take my time and enjoy them."

Officer Ruffin, who is originally from Trenton, New Jersey, assumed his new position in July 2023.

"I joined the military back in 1995, and I've lived all around the world," said Officer Ruffin, who currently resides in Waynesville. "I recently retired from Fort Leonard Wood. My family and I absolutely love this area, so we decided to stay."

Officer Ruffin brings with him a wealth of relevant experience.

"I have an Associate of Science degree in criminal justice," he said. "I first worked as a military policeman, where I worked undercover as part of the Drug Suppression Team. From there, I moved to Military Police Investigations, specializing in domestic violence."

"I have over 25 years of experience in law enforcement. After the military, I worked as a police officer in Baltimore [Maryland]. I was in a very high-paced, violent area, and I learned a lot. From Baltimore, I rejoined the military and served three tours of duty in Iraq. In between these deployments, I worked as a liaison for 1 year in Kuwait at the US Embassy."

"I ended my military career as a physical security instructor. I would go around to different bases and point out areas where they were vulnerable [to threats], which is something that I bring to Phelps Health," he said. "On a daily basis, I look for ways that we can improve safety on our campuses."

Officer Ruffin described a typical day in his life as the health system's chief public safety officer.

"My day usually begins with answering emails because we have a service to provide for every department within Phelps Health," Officer Ruffin said. "Public Safety has a large footprint in the organization, as we are responsible for the safety of every department in the Hospital and also our outlying properties."

"Then I will review reports to make sure they're complete," he said. "From there, I will do my rounds on campus, making sure to touch base with directors. I'll ask them if there is any service that we can provide, or if there is anything that we need to improve upon. I also look at the cameras to ensure they are all in working order."

Rounding is especially important as it gives Officer Ruffin and his staff the opportunity to build relationships with employees in the healthcare organization.



Keith Ruffin, Sr. became Phelps Health's chief public safety officer in July 2023.



Chief Public Safety Officer Keith Ruffin, Sr. has over 25 years of experience in law enforcement.

"We want Phelps Health employees to know who we are," he added. "If we've already established a good rapport, they'll be more likely to reach out and talk, if they should need us."

The Phelps Health Public Safety team currently has nine full-time officers, including Officer Ruffin. The team also employs two part-time officers and has about 12 to 15 irregular part-time officers (police officers who fill in when needed).

On a daily basis, this team trains on some aspect of security, from using security wands to properly applying restraints to firearm retention and more.

Unfortunately, in today's world, violence against healthcare workers has become an all-too-common reality.

"The numbers [on healthcare violence] are trending upward," Officer Ruffin said. "When it comes to outside threats, we no longer train for if, we train for when."

"In light of this, we are currently overhauling our camera system. I work hand-in-hand with Emergency Management to make sure we are covering our exits and that we are training on and practicing lockdown procedures. We also focus on patient de-escalation, keeping in mind that most patients [who are seeking or receiving medical care] are not having their best day."

Five Safety Tips for Patients and Visitors

1. Lock your vehicle doors when visiting the Hospital or any of its outlying clinics.
2. Do not leave valuables in plain view.
3. If you're admitted to the Hospital, have a family member secure your valuables.
4. Upon leaving the Hospital or a clinic, make sure all forms of identification are returned to you, in case you need to show staff.
5. Promptly report any safety and security concerns to a staff member.

Even when Officer Ruffin isn't on duty, safety is never far from his mind.

"I do have hobbies, like weightlifting," said Officer Ruffin, who is always on call. "But I also love practicing different safety techniques, such as room clearing. To be honest, this job is my hobby because it's not work to me. I really enjoy what I'm doing, and Phelps Health is a great place to work. They provide us with a lot of opportunity to grow here. My wife and my future daughter-in-law also work here. It's truly a home for us."

"I like that it's a call to service," added Officer Ruffin, on the motivation behind his career choice. "I've always liked helping people. I know it sounds cliché, but that's why I've spent my career in law enforcement and the military. Some people say that it's a thankless job, but I was called to law enforcement, and that's what I love doing."

SEE SOMETHING? SAY SOMETHING.

Public Safety encourages all patients, visitors and employees to report anything that concerns them. Simply find any Phelps Health employee (look for someone wearing a badge). A Public Safety officer can then be dispatched and check out the concern. Even if a suspicion turns out to be nothing, we always want to err on the side of caution.



QUICK READS

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

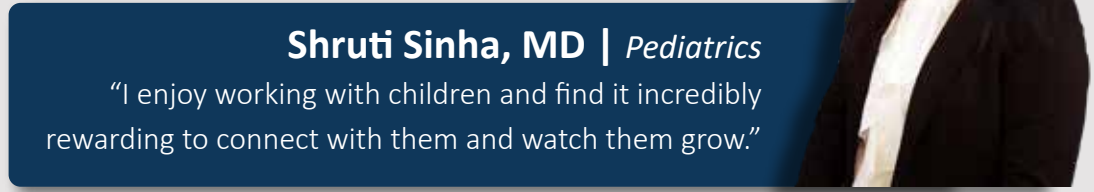
MEET OUR NEW PROVIDERS

Please help us welcome our new providers to Phelps Health:



John Armstrong, DO | Internal Medicine

"I've always considered Rolla my home. I performed my clinical rotations at Phelps Health as a medical student, and it's great to be back."



Shruti Sinha, MD | Pediatrics

"I enjoy working with children and find it incredibly rewarding to connect with them and watch them grow."



Brittany Waterworth, FNP-C | ENT/Allergy

"Being able to contribute to the well-being of patients at different stages of life is truly rewarding to me."



Lacey Stockton, NP-C | Internal Medicine

"I believe in creating a healthcare environment that supports strong provider-patient relationships, with respect for patients' beliefs, wishes and freedom of choice."

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



Phelps Health Home Health and Hospice staff

PHELPS HEALTH HOME HEALTH AND HOSPICE EARNS 2022 SHPBEST AWARDS

Phelps Health Home Health and Hospice has been recognized by Strategic Healthcare Programs (SHP) as a "Superior Performer" for achieving an overall patient satisfaction score and an overall caregiver and family satisfaction score that both ranked in the top 20% of all eligible SHP clients for the 2022 calendar year.

"Phelps Health Home Health and Hospice strives to give the highest quality of care to our patients. This award confirms how hard our staff work daily to ensure patients receive exceptional care and successful outcomes," said Tabatha Ransom, RN, BSN, director of Phelps Health Home Health and Hospice.



BECKER'S NAMES PHELPS HEALTH A GREAT COMMUNITY HOSPITAL

Phelps Health has been included on the Becker's Hospital Review 2023 list of Great Community Hospitals. A total of 153 hospitals across the United States were named to the list, and Phelps Health was one of three hospitals recognized from Missouri.

"It's such an honor to be included on Becker's list of Great Community Hospitals," said Phelps Health President and CEO Jason Shenefield. "To be recognized for the strong partnerships and collaborative efforts to improve the quality of care we offer to the communities we serve is truly appreciated."

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. Read more 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.

August

CARES Award: April Hicks, Pediatrics

We Caught You Caring Award: Laurel Harris, Home Health and Hospice

Department Award: Delbert Day Cancer Institute

September

CARES Award: Gina Spurgeon, Home Health

We Caught You Caring Award: Rocky Reid, Pastoral Care

Department Award: Anesthesia

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



ANNIE BASS HONORED AS TRUSTEE OF THE YEAR

Annie Bass, chair of the Phelps Health Board of Trustees in Rolla, has been honored by the Missouri Hospital Association as Trustee of the Year. Bass was presented the award on November 2 at MHA's 101st Annual Convention in St. Louis.

"I am thrilled for Annie to be recognized as the MHA Trustee of the Year," said Phelps Health President and CEO Jason Shenfield.

"Annie's leadership has strengthened and aligned our board to enable Phelps Health to move forward and become a better organization. I truly appreciate all she has contributed to Phelps Health."



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:

Mandy Evans, RN
Obstetrics and Nursery



Makenzie Richards, LPN
Medical Oncology



Tracy Pierce, RN
Surgical Services



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.

Kim Bruno, Associate Vice President of Revenue Cycle



FUN FACTS ABOUT KIM BRUNO

- This year, my husband and I celebrated our 25th wedding anniversary.
- I am an army brat, born in Germany and raised in the Fort Leonard Wood, Missouri, area.
- I lived in Ohio my first 16 years of adulthood, moving back to this area 10 years ago. Go Buckeyes!
- I am a leadership geek. I'm passionate about all things leadership, and I have my master's in – you guessed it – leadership.
- My mom is one of 15 children, and I have 44 first cousins on her side alone.

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





CRANBERRY-ORANGE MOCKTAIL



Perfect for any holiday party, this fun mocktail will hydrate you and give you about 52% of your day's worth of vitamin C. You'll also get a touch of vitamin A, folate, calcium, iron, magnesium and potassium.

INGREDIENTS

- 2 (2-quart) bottles chilled cranberry juice (no-sugar-added but sweetened with fruit juice)
- 1 (1-liter) bottle chilled club soda
- 6 cups orange juice
- Oranges, thinly sliced for garnish
- Fresh cranberries for garnish

PREPARATION

Prep time: 5 minutes

1. Combine cranberry juice, soda and orange juice in a large punch bowl. Cover and chill for at least 4 hours.
2. When ready to serve, float orange slices and cranberries in the punch.

EQUIPMENT

- Large Punch Bowl



NUTRITION INFORMATION

Servings: 24 | Serving Size: 1 cup

Calories: 106	Calcium: 20mg
Fat: 0g	Iron: 1mg
Carbohydrates: 27g	Vitamin C: 47mg
Sugars: 26g	Vitamin A: 200IU
Protein: 1g	Folate: 20mcg
Sodium: 4mg	Magnesium: 17g
	Potassium: 254mg

Source: eatingwell.com

Did you make this recipe? Share your photo on social media and tag @PhelpsHealth1.

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 phelpshealth.org/balance and your recipe may appear in a future issue of the *Balance* magazine.

FOR YOUR HEALTH: SCORE BIG WITH A HEALTHIER APPROACH TO GAME DAY SNACKS

By Dr. Graham A. Colditz, Siteman Cancer Center

This time of year, many sports are calling for our attention. Between college and pro football, basketball and more, it's likely a lot of us will spend hours watching a game or match – whether in person or on TV.

And almost as important as watching the game is having snacks on hand while doing so, whether we're cheering our kids from the sideline or hosting friends to watch the big weekend matchup.

Unfortunately, many traditional game day snacks aren't the healthiest choices. Foods such as chips and dip, nachos, chili, pizza and sweets may be filled with flavor but are far from ideal when it comes to nutrition. Often, they're high in calories, sugar, salt, red and processed meat and unhealthy fats.

But, of course, snacks and snacking by themselves aren't unhealthy. In fact, they can absolutely be part of healthy eating, said Lauren Gallen, a registered dietitian at Siteman Cancer Center in St. Louis. And if we're going for a long time between meals – as we might during a game

or match – snacking can give us energy and keep us from feeling so hungry that, when we finally sit down for a full meal, we eat too fast and overdo it.

"Balanced snacks are usually more satisfying, so a good blueprint to follow is to choose options with two components," Gallen said. "Include something with carbs – crackers, rice cakes, fruit, chips, pretzels – and something with protein and/or fat – hummus, cheese, peanut butter."

When it comes to more traditional game day snacks, some simple changes can really help improve the way we eat without really sacrificing much, if any, taste and our overall enjoyment.

Instead of replacing foods with "healthified" versions, try choosing smaller portions and boost those by adding some healthier choices to your plate, such as fruit, vegetables, pretzels and grilled chicken.

"Starting with smaller amounts of our favorites allows us to assess whether we feel satisfied and

comfortable after that portion or if we are still hungry for additional food," Gallen said.

This approach to improving our game day snacking can be an easy way to improve the health of our overall eating, too. We don't need to give up foods we really enjoy, even if they aren't very nutritious. Instead, maybe we eat those dishes less often, or we choose smaller portions, adding in whole grains and vegetables as a healthier side dish. Or instead of regularly having a beer or glass of wine, we choose an alcohol-free version or bottle of fizzy water more often.

Whether it's a game day snack or our weekly menu, these small updates to how we eat can lead to big scores for our health. Game on.



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

1000 WEST 10TH STREET | ROLLA, MO 65401
(573) 458-8899 | PHELPSHEALTH.ORG



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You Make a Difference!

The Phelps Health Foundation was honored to partner with Phelps Health and the community to raise awareness and philanthropic support for the Mission Fund through a variety of Breast Cancer Awareness Month events held in October.

Our generous community hosted numerous fundraisers which have raised over \$5,000 to date. These funds will be utilized for Phelps Health initiatives and patient needs in the upcoming year. There is still time to honor a caregiver, a healthcare hero or a loved one with a Grateful Patient donation by visiting phelpshealth.org/foundation.

A special “thank you” goes out to the following organizations for their support through these events:

- Rolla Panera Bread Dine-to-Donate
- Rolla and St. Robert Buffalo Wild Wings Dine-to-Donate
- Rolla and St. Robert Wendy’s Dine-to-Donate
- Stars and Pearls Breast Cancer Awareness Walk
- St. James Lady Tigers Softball “Strike Out Cancer”
- Phelps Health Comprehensive Breast Center T-shirt fundraiser
- Rolla Presbyterian Manor breast cancer awareness gift basket raffle
- Riverways Federal Credit Union breast cancer fundraiser
- East Central College student nurse T-shirt fundraiser



ESTATE PLANNING AND YEAR-END GIVING

Now is a great reminder to revisit year-end giving in preparation for 2023 tax season. For gifts to be included in tax year 2023, you must make your contribution by the following deadlines:

- Online at phelpshealth.org/foundation/donate before midnight, December 31, 2023.
- By mail, postmarked no later than December 31, 2023.
- In person by appointment at 907 West 12th Street. You may schedule by contacting Marsha Wayman at (573) 458-7946 or mwayman@phelpshealth.org.

You also may request a free copy of “Five Wishes,” which outlines advance care planning as part of your overall estate planning.