

Health Highlights



EPHC

Community Newsletter
Summer 2022



Nifty Thrifty Volunteers

EPHC AUXILIARY Nifty Thrifty Makes Large Donation To Promote Women's Health

By Doug McCoy, Chief Executive Officer

The EPHC Auxiliary Board of Directors, which operates the Nifty Thrifty thrift store, recently made a \$126,000 contribution to help fund a new 3D mammography system for Eastern Plumas Health Care. The Auxiliary Board has been very involved in supporting the health care needs of our community members and took a special interest this year in promoting efforts to improve preventative care for women in our area. This generous contribution was made possible through the volunteer efforts of both the Board and staff that operate the thrift store. Proceeds from store sales

have been used for scholarships, rehabilitation equipment, and many other vital services provided by the hospital.

The new 3D mammogram equipment will be an upgrade from our current 2D system and provide improved diagnostics to assist with breast cancer screenings. The 2D systems uses 4-5 images while the 3D system uses approximately 300. This will assist with identifying smaller abnormalities especially in denser tissue. Women with denser tissue are at slightly greater risk for developing breast cancer, so the image enhancement will be an

important tool in our services to promote women's health going forward.



Store Manager Matt Hamilton

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Eastern Plumas Health Care

would like to thank the Nifty Thrifty and the EPHC Auxiliary for this generous donation and continued support to bring the highest quality health care to our area. The Nifty Thrifty is open 5 days per week at 116 Commercial Street here in Portola. As a community member, your donations and purchases continue to provide the resources the EPHC Auxiliary uses to fund these important initiatives.



URGENT ACCESS and **WALK-IN URGENT ACCESS CLINIC** Now Offers Extended Hours and Saturday Services

Starting August 15th, the Urgent Access and Walk-In Urgent Access Clinic located at the Portola Medical Clinic will be open Monday through Saturday from 8am until 7pm. Walk-in or schedule your appointment today!

When you can't wait for an appointment and don't require a trip to the emergency room, you need the Urgent Access and Walk-in Urgent Access Clinic at EPHC.

Extended hours and weekend availability for you and your family.

BIRTH TO ADULTHOOD, A Lifespan of Medical Care by Paul Bruning, DHA, Director of Clinics



Catherine Colpitts, DO



Sunnie Skiles, MD

From the time you bring home that bundle of joy to the dramatic years of high school, you will have one constant variable in your child's life that you can rely on – pediatric care at EPHC. Pediatrics is the branch of medicine that involves the medical care of infants, children, adolescents, and young adults. It encompasses a broad spectrum of health services ranging from preventive health care to the diagnosis and treatment of acute and chronic diseases.

That's why we provide care across the lifespan of our patients. Starting with pediatric care to lifelong medical provision, each rural health clinic can offer vaccinations, age-appropriate care, and health issue management.

Who can you schedule an appointment with for this care?

Catherine Colpitts, DO, or Sunnie Skiles, MD. Dr. Colpitts provides care for infants through adulthood in the Graeagle Clinic while Dr. Skiles provides the same care at the Portola Medical Clinic.

Providing essential care for developing individuals, Colpitts & Skiles build trust and patient relationships one child at a time. As your partner in health and wellness, Eastern Plumas Health Care's, Rural Health Clinics are ready to provide you and your family with care from acute, chronic, dental, and behavioral no matter the age or condition.

You can schedule an appointment with Dr. Colpitts or Dr. Skiles by calling Eastern Plumas Health Care at 530-836-6600.



EPHC

Seeking Foundation Members



Skilled Nursing Staff

Eastern Plumas Health Care has several projects either in process or planned over the next two years including the new Loyalton Clinic, our Rehabilitation and Wellness Center, and upgrades to our hospital and skilled nursing facilities. The EPHC foundation is an important part of our fundraising and planning for these projects and other additional services to enhance the health care delivery in our area.

We have opportunities for new membership on our Foundation Board and would like to extend an invitation to anyone in our community that would have an interest in participating. Meetings are held quarterly and focus on fundraising efforts, service expansion needs, project funding and expenditures through the foundation accounts.

Anyone interested can contact Doug McCoy, CEO at **Doug.mccoy@ephc.org** for more information on how to become involved in this important part of our health care delivery system.

MEETING TARGETS and Goals

by **Doug McCoy,**
Chief Executive Officer



It is hard to believe that we are already over halfway through 2022. While we have seen challenges with COVID and other issues facing the health care system both at a State and national level, EPHC continues to increase service offerings through new equipment, expanded hours, and a variety of projects.

Patients utilizing our urgent access clinic in Portola continue to grow, and our clinic management team is developing a plan to extend those services even further. Our new Loyalton clinic replacement project has now started after some unexpected delays, and this new offering will also add additional hours of operation for clinic patients. Community members visiting our hospital campus will be seeing some changes as we start the first phase of our renovation project with the installation of new flooring. The flooring project for the hospital will be followed by the replacement of the Loyalton skilled nursing floors. Our Radiology

Department will be seeing some upgrades with the purchase of both a 3D mammography system and an x-ray room replacement which we anticipate installation in the next 90 days.

We have completed year one of our three-year patient experience initiative to provide a 5-star experience for our community. Having had my first hospitalization experience last month, I was very impressed with the care I received as compared to the Reno hospital. Every EPHC team member is focused on making the experience for our patients as comfortable as possible, and I was very pleased to see that firsthand. We obviously want to keep our community healthy through preventative health care, but we want to ensure that when needed, each patient has a positive experience.

To assist in this goal, we have expanded our patient experience survey process across all EPHC service lines. As a patient in our clinics, out-patient rehabilitation, Radiology, Lab, etc. you will be receiving a customer service feedback evaluation on your experience. The responses we receive will assist us in ensuring that we are meeting the goals we have established and help us measure your satisfaction. We thank you in advance for providing this important insight to improve our health care delivery to everyone in the District.

SERVICE EXCELLENCE REACHES FOR THE STARS

by Shawna Leal, Patient Experience Manager

Committed to offering a five-star experience, EPHC has embarked on a Service Excellence Initiative that will focus on our patients, employees, community and visitors through commitment and training. As the Patient Experience Manager, I am very excited to announce the appointment of a front-line team of employees and Service Excellence Advisors. These employees have gone through extensive customer service training and will be meeting with all EPHC employees in the upcoming months to teach customer service workshops. I am also pleased to announce that we have been busy

working on processes within the organization to offer patients the best experience possible. With the Excellence Initiative, it is our goal to make EPHC the hospital of choice through the magic of engagement - patient engagement, culture of engagement, leadership engagement and a DNA of kindness.

Part of the Excellence Initiative also includes the incorporation of digital surveys for many of our departments. To facilitate these surveys, EPHC will provide touchscreen tablets for an easier survey experience and allow our patients to share feedback on their

experiences within the organization. In addition, a patient can also access the EPHC website under the Patient Experience tab and leave compliments, comments, and concerns. With Patient Experience, we seek to be the best at what we do and then we look for ways to be even better.



Patient Experience Team Building