

FREE

Please Take One

HealthBeat

2023



**TriState
Health**

A better state of community.

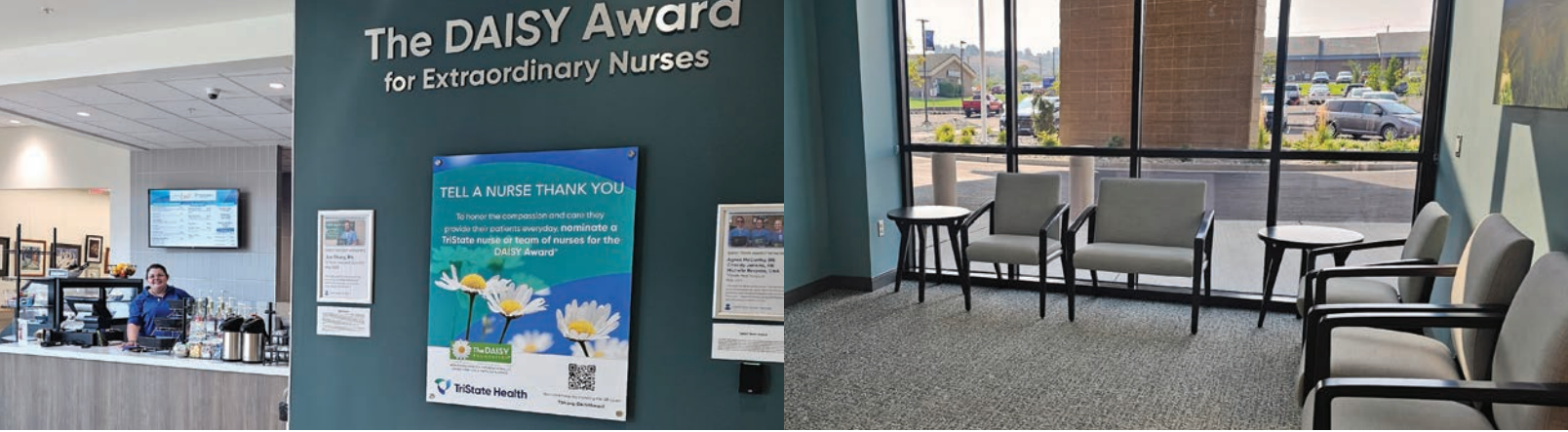
Giving New Nurses a Head Start

A better state of technology.

Aquablation Therapy

A better state of care.

First Line of Defense – A Family Practice Patient Story



ABOUT THE COVER

Welcome to our New Inpatient & Dietary Wing

Designed with the patient and their family in mind, the single bed suites are located in the private wing, with a large footprint for each room, personal restroom, and overall comfort in the design. The wing is influenced by outdoor scenery for a peaceful ambiance including local art work, calming wall colors, woodland accents, and soft lighting, with healthcare staff just a step away. The modern design also includes a new bistro and gift shop, convenient for family and friends who are visiting their loved ones. When stepping into the new space, a sense of peace is illuminated and encompassed in all areas.



From our Chief Executive Officer

The doors of our new inpatient and dietary wing have officially opened! We welcomed our first patients into our new wing the second week of August, and it was an honor to watch all of the hard work come to fruition. Our new wing has been in the works for years and would not have happened without the dedication of so many employees, donors, and community partners. It is inspiring to live in a community that truly prioritizes the local healthcare and expansion of their community-owned hospital.

TriState Health continues to grow as we add new technology, welcome additional providers, and expand our specialty clinics and services. As our vision states, we are truly "...a healthcare leader and employer of choice, delivering the highest quality of care to facilitate health, healing, and well-being throughout our community." This is all because of the culture that we curate within our walls by attracting and hiring passionate employees. Our employees are the heart of who we are and what sets us apart from others. They are advocates for each other, our patients, and for TriState Health. Over the past decade, we went from a 200-employee hospital to over 600 who work across both Idaho and Washington. As we continue to grow, we are excited to continue fostering a collaborative and compassionate team.

Reading through this issue of HealthBeat, you will learn more about our deep-rooted history, brand evolution, advances in new technology, and employee milestones. It is an exciting time for healthcare in our area as we continue to bring more innovation and position ourselves as a spearhead in advocating for growth within our community through advances and partnerships.



KYM CLIFT, CEO



OUR MISSION

Your Health Is Our First Priority!

OUR VISION

We place the healthcare needs of our community first by partnering to bring care beyond our walls through innovative technology and collaboration. We are a regional healthcare leader and employer of choice, delivering the highest quality of care to facilitate health, healing, and well-being throughout our community and those we touch.

OUR VALUES

Quality, Compassion, Collaboration, Innovation, and Respect

HOSPITAL CLINICS & SERVICES

24-Hour Emergency
3 Family Practice Clinics
Behavioral Health Clinic
Dialysis Center
General Surgery Clinic
Hyperbaric Medicine
Imaging Center
Internal Medicine
Comprehensive Breast Health
Integrated Behavioral Health Services
Interventional Pain Consultants
Kidney & Hypertension
Minor Care Center
Podiatry
Pulmonology
Respiratory Therapy
Rheumatology
Sleep Lab
Surgery Center
Joint Orthopedics Program
Urology
Wellness Clinic
Wound Healing

HOSPITAL BOARD

Mike Martin, President
Kim Blewett, DO, Vice President
Dave Hagen, Secretary/Treasurer
Robin Albers
Scott Arnone
Debra Ausman
Michele Beehler
Steve Claassen
Wayne Day, MD
Dick Flerchinger
Paul Jelinek
Don McQuary
Rick Wasem

EXECUTIVE TEAM

Kym Clift, Chief Executive Officer
Jim Heilsberg, Chief Financial Officer
Joleen Carper, Chief of Clinic Operations
Deb Carpenter, Chief Information Officer
Jackie Mossakowski, Chief Nursing Officer
Carson Seeber, MD, Chief Medical Officer
Tammi Hernandez, Chief Human Resources Officer

Our Growth & History

Our TriState story began over 65 years ago, when community members decided they wanted a hospital established for the community. Three providers, Dr. Gayland Rogers, Dr. Rex Layton, and Dr. Walter Siebly, owned TriState's original building located on 6th Street in Clarkston, Washington. In 1947, the Board of Directors purchased the building for \$35,000 and called it Asotin County Hospital.

As the community continued to grow, the Board soon realized that the building on 6th Street could no longer fulfill the healthcare needs of the area. They decided it was time to move and purchased acreage on Highland Avenue, the future home of TriState Health.

In late 1952, Mrs. Lena Provost and the Organization of War Mothers – a group whose members were mothers of children that served or were currently serving in the Armed Forces – polled the community and determined that they wanted a hospital to honor all those who fought and died in the wars. A committee conducted a preliminary campaign to obtain memorial gifts throughout the community to fund their new 50-bed hospital.

Headed by George L. Nelson, the original committee included members Clarie Ausman, Howard Engle, George Fitzsimmons, Matt Johnson, and Lester Parsons. They began by soliciting large memorial gifts before gathering a team of 130 people to go door-

to-door to raise additional funds to support the community hospital.

By May 1953, their efforts exceeded their initial goal by \$35,000, with the community raising \$490,616. In 2023, the total amount they raised would be equivalent to just under \$5.6 million. Their large fund, combined with a federal grant of \$295,600, made a grand total of \$786,216 (now, just under \$9 million) for the new hospital – a living memorial to those who gave their lives for this country.

Since opening our doors, TriState has risen to the challenge of meeting the growing healthcare needs of this community. New specialty clinics were introduced, primary care and specialty providers have been recruited to the Lewis-Clark Valley, and services in radiology, urology, pain management, and surgery have expanded. Much like in 1947, when the Board of Directors realized they needed to grow, our current Board again recognized the necessity to expand with the addition of our new inpatient and dietary wing.

As we continue to evolve, one important thing has remained constant and will continue for years to come – this is YOUR community hospital and YOUR health is our first priority. That distinction is at the core of our mission, vision, and values. It is embraced by every employee, Board member, volunteer, Foundation member, and stakeholder at TriState.



August 2023
New Inpatient & Dietary Wing Opens



May 2023
TriState Memorial Hospital became
TriState Health



2021
Groundbreaking for New Inpatient &
Dietary Wing

1984-2019
Tri-State Memorial Hospital adds
multiple specialties and providers



1955
Tri-State Memorial Hospital is
dedicated to the community



1952-1953
Mrs. Lena Provost and the
Organization of War Mothers raised
\$490,616 to create a living memorial

1947
The Board of Directors purchased the
original building on 6th St. in Clarkston
for \$35,000, and called it Asotin
County Hospital

Thank you for
allowing us to be
your community-
owned hospital
whose driving
force is to provide
exceptional
healthcare to you
and your family.

Year In Review 2022

TriState's Impact

TriState Health is honored to impact so many within the community. Here is a snapshot of the role our facilities have played in providing patient care throughout 2022.



51,400+
Primary Care Visits



2,100+
Wellness Visits



3,400+
Nephrology Visits



10,200+
Surgery Visits



15,100+
ER Visits



15,800+
Minor Care Visits



800+
Sleep Lab Visits



3,000+
Rheumatology
Visits



38,100+
Imaging Services



12,400+
Interventional Pain
Consultants Visits



10,100+
Renal Dialysis
Treatments



7,500+
Behavioral
Health Visits



8,000+
Pulmonology
Visits



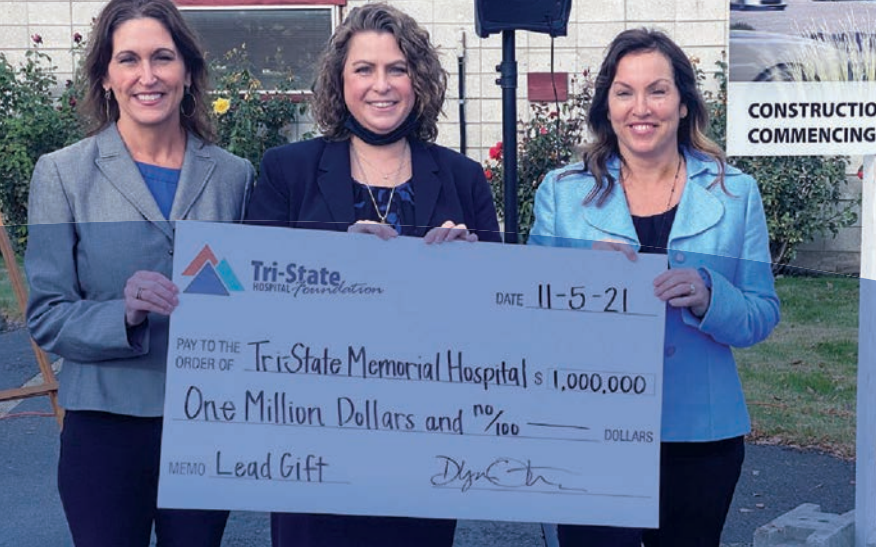
6,700+
Urology Visits



212,200+
Lab Tests



6,300+
Wound Healing
Visits



Last year, TriState Health Foundation donated **\$1,436,059** to TriState Health

The generosity of this community has supported TriState Health for decades, and that hasn't changed today! As a not-for-profit, community-owned hospital, philanthropy plays a critical role in facility maintenance and funding for new technology and services. So far in 2023, TriState Health Foundation has given \$2,840,849 in support of TriState Health's needs.

Last year, the Foundation had amazing success, raising over \$8 million from the community with an additional donation of a \$1 million lead gift from TriState Health Foundation toward the new wing. Now, as they are looking toward the future of healthcare in our area, they are tasked with raising \$2.5 million for TriState's Imaging Center Expansion, which will include two CT scanners and an MRI machine.

The need for this state-of-the-art technology continues to rise in our region as TriState Health has experienced a dramatic increase in patient volume in their imaging center. Over the last three years, CT scan services increased 40% with an average of 170 scans per week! Adding just one additional CT scanner, TriState Health can increase the number of scans performed to over 300 within a week - an increase of 76%. All of this will result in faster turnaround for patient diagnosis and treatment plans to meet our community's healthcare needs. Thank you for considering donating to this much needed cause!

TriState Health Foundation would like to thank their 2023 Premier and Partner Recognitions. Your support makes a difference in the health of our community. **Premier:** CCI/Speer, Clearwater Paper, Idaho Forest Group, McVey Entertainment Group, Nelly Broadcasting, Pacific Empire Radio, Presnell Gage. **Partner:** Clarkston Health & Rehabilitation of Cascadia, Clearwater River Casino & Lodge, Dynamic Physical Therapy, Elite Home Health & Hospice, Hells Canyon Grand Hotel, Idaho Central Credit Union, KLEW TV, Life Care Center of Lewiston, Merchant Memorial Group, P1FCU, Pathologists' Regional Laboratory, Printcraft Printing, Schweitzer Engineering Laboratories, Studio 1892.



Donate today by scanning the QR code or by visiting TSH.org/Donate.



Our Brand Promise



Tri-State Memorial Hospital is now TriState Health.
Welcome to a better state of health.

Providing the best possible, compassionate care to our TriState community, means we challenge ourselves every day to bring innovative ideas and simple human kindness to improve the lives and health of our patients and their families.

Now isn't any different.

We are excited to introduce to you our new brand and name, **TriState Health**. Although our name has changed, what hasn't changed is our commitment to the health of this region. We're bringing more advanced technologies and expanding access and services to offer more convenient, more comprehensive care – right where you live. From our new name, expanded facilities, and compassionate team, we're committed to helping our friends, families, and neighbors live in a better state of health.



A better state of **community.**

A better state of community begins with a commitment to give back and to be good community partners. Which is why last year, we donated over \$70,000 in community support to 50 organizations and over \$2,500,000 in financial medical assistance. It is a commitment that would not be possible without the dedication and hard work of our providers, employees, volunteers, and board members who believe in making our community healthier now and for future generations.

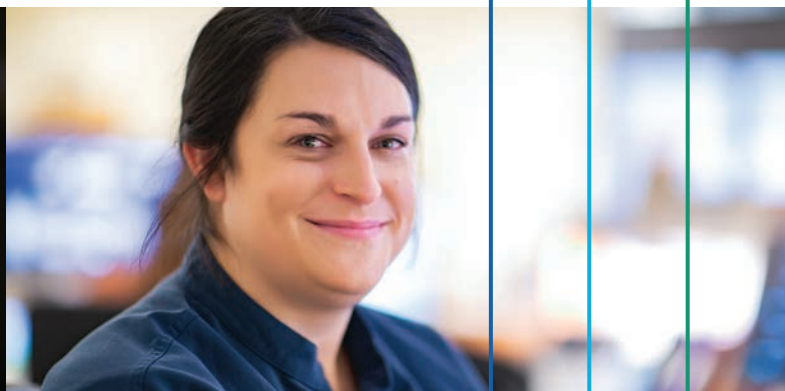
A better state of **technology.**

Forward thinking got us this far. Forward thinking will create our future. A better state of technology begins with embracing and integrating new ideas and technology – from the addition of our AquaBeam® Robotic System to our new CT scanners and MRI machine. We're committed to integrating the latest technology to improve our community's health and wellness.

A better state of **care.**

We are the caretakers of our community, and we treat each patient, partner, and team member with a tender touch and unparalleled level of care. A better state of care is supported by our mission of placing the health of our patients as our first priority by creating a welcoming and compassionate environment, while providing the best medical care to every person who walks through our doors.

Every member of the TriState team looks forward to continuing to provide you, your families, and our community with the highest level of care, support, and collaboration. Together, we are TriState Health.





Shawn Neilson, RN

Jessica Matoske, RN

Giving New Nurses a *Head Start*

TRISTATE'S ACUTE CARE RESIDENCY PROGRAM

TriState Health implemented their Nurse Residency Program in 2019, and it has grown and evolved over the past five years into the Acute Care Residency Program. Led by TriState Health Clinical Nurse Educators Jessica Matoske, RN, and Shawn Neilson, RN, this program is designed to bridge the gap from student to professional, set students up for success, build confidence, provide support, and give recent graduates a head start into the nursing profession. So far, approximately 25 new nurses have completed the program, with several participants choosing to continue their nursing journey as full-time TriState employees.

"This program was the best thing to have happened to me as a new nurse," says recent participant Ann Wanjiru, RN, who currently works in the medical/surgical unit at TriState. "It helped me gain confidence in my role and adapt to the life of a new nurse, which I will carry with me throughout my career," Ann continues. "Jessica and Shawn are incredible mentors, and I am grateful to have started my nursing career at TriState."

COVID-19 changed the way people learn, and we have seen an increase in online education, which

allows for less hands-on experience. The residency program builds a foundation for new nurses by giving participants practical training and exposure to real life scenarios before they ever provide care to a patient, while teaching time management, prioritization, and communication skills.

"This program is a great opportunity," according to residency participant Cassidy Jenkins, RN, who now works in TriState Emergency. "The transition from nursing school to real-life nursing can be hard, and this program provides you with support, confidence, and knowledge to succeed," she continues. "It allows you to ease your way in, working alongside a nurse who you can ask questions to, and gives you time to get the flow of things. Then after working for a couple of days on the floor, you have the opportunity to be in a classroom with Jessica and Shawn where you can discuss how things are going and they provide additional information beyond what you are already learning on the floor. They are great listeners and make you feel comfortable asking questions. The relationships you build through this program make a huge difference in your career."

Students spend five weeks rotating through various



“

The transition from nursing school to real-life nursing can be hard, and this program provides you with support, confidence, and knowledge to succeed.

Cassidy Jenkins, RN
TriState Emergency

departments (emergency, intensive care unit, medical/surgical unit, and short-stay surgical unit), giving them insight and comfortability in the different environments throughout the hospital, with one classroom day each week. Classroom days consist of debriefing and team discussions, one-on-one time with mentors, case studies and scenarios, TriState Health guest speakers, and more. This program is designed to give participants additional resources, confidence, and support as they begin their nursing career, while building relationships with others also established in the healthcare profession.

“These are the nurses who will be taking care of me and my family someday, they are the faces of TriState, and those who take care of our community,” says Jessica. “We want them to love and excel at what they do and any way we can facilitate that is an incredible opportunity,” she continues. “It is so amazing to see the growth both professionally and personally over time, and being part of the process of engaging them, supporting them, and creating learning opportunities in new ways is fun and challenges me to be a better educator,” she concludes.

“We want to see them thrive,” adds Shawn. “It is our hope to give them a safe place, a voice, resiliency, and the tools they need to provide compassionate care to patients for years to come. I love watching these new nurses grow and evolve into the future of this demanding, but fulfilling, profession.”

TriState Health has primarily collaborated with Walla Walla Community College to recruit for their Acute Care Residency Program, but the program is available to all recent licensed graduates. If you or someone you know would be interested in participating in this program opportunity, please apply at **[TSH.org/Careers](https://www.tristatehealth.com/Careers)**.





TriState Technology

At TriState Health, we have five core values: Quality, Compassion, Respect, Collaboration, and **Innovation**. Through **collaboration** between donors, supporters, and key stakeholders, we embrace and integrate new ideas and technology to improve our patients' health and wellness. From our new Aquablation Therapy and CT scanners, to the MRI and da Vinci Surgical System, we are committed to staying up-to-date with the latest medical technology to continue bringing **compassionate** high-quality care to you and your loved ones.

Two new CT Scanners & a New MRI Machine



All three systems will have Deep Learning AI, allowing for better image quality and a better patient experience. We are excited to begin using this new equipment in the near future!

Wendy Stirnkorb
Director of Imaging Services

Over the next year, we will be installing two new CT scanners and one new MRI machine! Be on the lookout for more information on their arrival!

Canon Vantage Fortian 1.5 MRI Scanner

This unit comes with the latest technology to allow us to provide enhanced imaging services such as neuro, orthopedics, vascular, body, and breast imaging. It also comes with the latest in software options, which includes enhanced neurological, liver, and breast imaging applications.

Canon Aquillion 1 Genesis CT Scanner

This sophisticated CT scanner offers a 16 cm detector, equating to greater coverage and faster imaging. It comes with metal artifact reduction and dose reduction software, which means it reduces the amount of x-rays received by the patient.

Canon PRIME SP CT Scanner

We are so grateful that this new unit will be replacing our current CT scanner! It comes with a 4 cm detector and 160 slice capabilities and a 78 cm bore (opening), which will accommodate a larger population.

Aquablation Therapy



We are proud to offer a new solution for men with enlarged prostates that provides long-lasting symptom relief and excellent quality of life. It is the next step to furthering our commitment of providing quality healthcare close to home.

Kenneth Berger, JD, MD
TriState Urology

Aquablation Therapy combines real-time, multi-dimensional imaging, automated robotics, and heat-free waterjet ablation for targeted, controlled, and immediate removal of prostate tissue. It is a new type of advanced, minimally invasive, surgical treatment for benign prostatic hyperplasia (BPH), that provides long-lasting relief without compromise.

Combining both cryptoscopic visualization and ultrasound imaging, our surgeons can create a personalized treatment plan tailored to each of their patient's anatomy. Once the map is complete, the robotically controlled, waterjet ablates the prostate tissue, avoiding critical structures to preserve functionality and continence.



FIRST LINE OF Defense

A Family Practice Patient Story



TriState Health is committed to providing the best in healthcare and is dedicated to making patient health our first priority. What sets us apart and makes us unique are the great people we have here, our staff, our Providers, our TriState Family.

Studies show that the average primary care visit is about 17 minutes in length, with the majority of people hoping to get the most out of each visit. With that in mind, finding a primary care provider who is the right fit can increase the quality of your visit exponentially. TriState has a combined 17 providers in three family practice clinics, each offering one-of-a-kind, unparalleled care, while building lasting relationships along the way.

Dana Chandler came to the area

after living in Japan, and requested Tyler Anderson, PA-C, of Clarkston Family Practice & Internal Medicine, also her mother's physician, to be her primary care provider. Dana had been exposed to radiation contamination while residing near the epicenter of an earthquake and tsunami that occurred during her time living abroad. At her first appointment, Tyler suggested a full work up, considering her health history. A bone scan revealed that Dana had developed osteoporosis. As a woman in her 50s, she didn't want shots or other extreme treatment measures to rebuild her bone, if she could help it. Tyler did his research and came up with a treatment plan that involved over-the-counter vitamins and minerals, exercise, and alternatives to medication.

"Tyler Anderson listens to my concerns and addresses them. This is such a rare commodity now in a provider," says Dana. "Because of my medical history, it is important that my doctor knows my file, including previous conditions and treatments that have been attempted," she continues. "Tyler is always prepared when I come into his office, he has reviewed my file, has a plan for next steps, and I get very personalized care in a compassionate manner."

Tyler says, "I believe people want to be heard. As a provider, I am there to share information and options to educate my patients, but ultimately it is up to the individual to decide which course of action to follow. I want to see my patients succeed and provide them with what they



Becoming a new patient is easier than ever. TriState Health now has an online new patient form. Scan the QR code or visit TSH.org/FamilyPractice to become a patient today!

Tyler Anderson, PA-C
TriState Family Practice, Clarkston



need to get the results they are after.”

Two years after starting this journey with osteoporosis and following Tyler’s recommendations, Dana’s most recent bone scan revealed that she had, in fact, generated bone growth. His plan had worked!

“I appreciated that he took the time to really listen to me and what I wanted, and he did extensive research to make sure that he was recommending a treatment plan that was proven to be effective,” Dana continues. “He truly cares and is my first line of defense concerning my health. I always tell others how much I love TriState and Tyler Anderson.”

TriState Health is proud to offer outstanding, patient-centered care in our family practice clinics. When you choose a TriState primary care provider, you gain a partner whose entire team looks out for you and your family’s well-being. Your provider will listen to your concerns and get to know you, your health history, and your goals. We hope you will choose us, and we look forward to delivering high-quality care to you and your family.



He truly cares and is my first line of defense concerning my health. I always tell others how much I love TriState and Tyler Anderson.

Dana Chandler
TriState Family Practice Patient



Family Practice, Clarkston

1119 Highland Avenue
Suite 10, Clarkston, WA

P: 509.758.1450



Family Practice, Clearwater

1522 17th Street
Lewiston, ID

P: 208.743.8416



Family Practice, Lewiston

2841 Juniper Drive
Suite 2, Lewiston, ID

P: 208.848.9001



A better state of care.



Auxiliary Angels

Add to the Patient Experience

TriState Health Auxiliary, also known as the "Auxiliary Angels," is a valuable part of the hospital staff, an extension of the TriState Family. In 1955, a group of women volunteered to serve the newly built Tri-State Memorial Hospital in any way possible – this was the beginning of the Tri-State Memorial Hospital Auxiliary. The group was initially formed as twelve separate guilds, each named after members of the original Board of Directors of the hospital. As the number of Guilds decreased, the format was revised. Today, the TriState Health Auxiliary has evolved to include both men and women who volunteer their time as one Auxiliary. It currently consists of 41 members, with some volunteering at TriState for over 25 years!

The TriState Health Auxiliary is a non-profit organization, providing thousands of hours of service throughout the hospital. They add that extra touch to make a patient's stay more comfortable, and they help to lighten the load by volunteering their time and abilities. From greeting patients as they walk through our hospital doors to overseeing the gift shop, awarding scholarships, and stepping in where they are needed, their volunteer legacy has spanned decades and touched many lives.

Norma Nave, President, oversees all things Auxiliary. From recruitment to scheduling and "anything else she is asked to do," she has been volunteering at TriState since 2009. "I started working at this hospital in 1958 in the kitchen before moving on to imaging, became a Registered Nurse, worked in the OB department, emergency, and all over the place," Norma says. "I have seen two new hospitals open up and have worked in the healthcare industry in some capacity for 50+ years; it's part of my life," she continues. "As a volunteer, I love the opportunity to work with all of the Auxiliary ladies and view things from their eyes, with a fresh perspective, while mentoring them and sharing with them what I've learned over the years. It's a different kind of work, but equally rewarding," she adds.

The Auxiliary is often the first face our patients see upon entering our facility. They welcome our community with a friendly smile, direct you to your appointment, or accompany you wherever you need to go, happily chatting along the way. Many of the volunteers were once nurses themselves or held other positions within the healthcare system, and it brings them joy to help the community in a new way now that they are retired.



Clayton Taylor Embry & Mary Almira Smith Embry Memorial Scholarship Fund

The Clayton Taylor Embry & Mary Almira Smith Embry Memorial Scholarship was established in May 1985 and is administered by the TriState Health Auxiliary. This annual scholarship, funded through an endowment trust, is available to nursing students enrolled in a full-time Health Science Program. In 2023, two recipients were presented with this award, Dennis Butti and Hayden Ottmar. Please visit [TSH.org/nursing-scholarship](https://www.tristatehealth.com/nursing-scholarship) for more information about this scholarship opportunity.

"I joined the Auxiliary because I have always been interested in the medical field, and my first jobs were in hospitals," says volunteer Patricia Hoch. "It has always been a positive experience, and after spending time at my station in the hospital, I always go home feeling that I have made a positive contribution to the community," she continues.

The Auxiliary recently assisted in implementing the hospital's "quiet pack" project as part of their Whisper Campaign, where they provide patients with earplugs, white noise machines, word game booklets, and more, to provide a comforting and peaceful environment during their stay. Auxiliary members check in on patients to ensure they have received the packs and follow up to see if they use them and find them beneficial during their stay. Patient feedback has been extremely complimentary, and many patrons have been excited to bring the quiet packs home with them when discharged. This is just one more way the Auxiliary Angels add to the patient experience.

We are thankful to the Auxiliary Angels for their dedication to the health and happiness of those we serve and for all they contribute to make TriState Health the community hospital of choice.



Hayden Ottmar
Scholarship Recipient



If you would like information on joining the TriState Auxiliary Angels visit [TSH.org/Volunteer](https://www.tristatehealth.com/Volunteer) or scan the QR code today!

Chronic Care Management and Primary Care Collaboration Creates Award Winning Care

When a group of dedicated healthcare workers join forces with a unified goal of improving the health of our Medicare population, while at the same time decreasing the overall cost of healthcare, you end up with award-winning care for our community! This spring, our three primary care clinics and chronic care management team received recognition as a Leader in Prevention & Wellness from SignifyHealth – a top healthcare technology and analytics company that focuses on whole-person, preventative care while emphasizing population health management.

“Receiving this award is first and foremost a surprise and an honor,” said Joleen Carper, Chief of Clinic Operations at TriState Health and recipient of the 2023 Population Health Pioneer Award. “The recognition for our Accountable Care Organization (ACO) team validates the work we have been doing for the past seven years. Being part of an ACO is definitely a ‘team sport’ that is designed with the success of the patient in mind. It is truly the patient who wins.”

Being an ACO healthcare facility means that TriState Health is committed to helping ensure our community has access

to affordable healthcare and improving the health of Medicare populations. To achieve these goals, many objectives include ensuring our patients receive their annual wellness visits. Providers at all three clinics use yearly wellness visits to catch health issues early, with a focus on chronic disease management, such as hypertension or diabetes.

“Preventing or catching health issues early leads to a decrease in the amount of healthcare dollars that would otherwise be spent on managing the problem, such as medications, tests, hospitalizations, and surgeries,” said Kelly Pease, Director of Family Practice & Internal Medicine. “When you think of the number of years a patient may be managing a chronic health issue, the dollars add up quickly.”

Catching a medical diagnosis early through an annual wellness visit also decreases emergency room or hospital admissions, which also adds up to high costs of care. But, if by chance you or a loved one happens to find themselves in a situation where they end up in our ER or are admitted to the hospital, our Chronic Care Management team works cohesively with other departments to ensure you



have a medical partner to assist with follow-ups or medication management.

"Sometimes our patients need transportation to their medical appointments or assistance with their medications," said Nicole Louchart, RN and Care Coordinator at TriState Health. "There are times when they need someone to check in with them to coordinate care and identify any barriers they have. We assist with helping them find resources to obtain food or housing. We take a team approach to ensure they are receiving the best care possible."

Our Chronic Care Management team is an extension of your provider. They specifically work closely with patients who have been identified as those who have chronic healthcare needs.

It takes compassion, drive, and endurance to achieve this outstanding recognition that will impact our patients for years to come. Those that made this happen include Joleen Carper, Chief of Clinic Operations; Dr. John Merrill, DO, our ACO Physician Leader; Annual Wellness Visit Coordinators, the Chronic Care Management Team; Primary Care Clinic Directors; and every hard-working support staff in the Clearwater, Clarkston, and Lewiston Primary Care Clinics. Thank you to each one of you for creating a better state of health and building the foundation for patient success.



Joleen Carper
Chief of Clinic Operations

Joleen Carper, Chief of Clinic Operations, was awarded the 2023 Population Health Pioneer Award for ACO Champion of the Year for her hard work in ensuring each person involved had the support and tools needed to fulfill their part for the ACO project. She was chosen as the winner out of over 150 nominees.

Signify Health states that Joleen won this award for her "... consistent and engaging leadership through maintaining and growing Annual Wellness Visit performance, care management, and quality at TriState Health. Joleen leads with compassion and innovation that is reflected in her efforts to achieve phenomenal ACO success."



TriState Family Practice, Clearwater



Recognizing Exceptional Staff

“Be the SPARC” Award

The “Be the SPARC” Award is a new quarterly recognition that was established by the TriState Employee Engagement Committee, to honor employees who are creating a positive environment for staff and patients. This award recognizes those who provide compassionate service and establish connections with their peers and patients while being committed to the highest standard of work ethic. Any TriState employee, group, or department can be nominated for this award, whether they are in the clinical or clerical part of the organization.

We are pleased to congratulate the TriState Mammography Team as this quarter’s recipients of the Be the SPARC Award! The mammography team consists of Carrie Holmes, Christy Adamson, Janae St. John, and Jennifer Clovis, all mammography techs. Kym Clift, CEO, made this nomination based on a patient letter the hospital received.

Thank you to the TriState Mammography Team for all you do! We are honored to have you as part of our TriState Family and for representing our core values as you provide compassionate care to our community!



**SUPPORTING PEOPLE,
ADVOCATING RELATIONSHIPS & COMMUNITY**

The DAISY Award® & DAISY Team Award™

Nurses everyday go above and beyond to not only provide patients and families with excellence in clinical care, but they also show compassion in how they conduct themselves while performing their duties. TriState nurses are no exception, and one way we show our gratitude is by participating in the DAISY Award®.

The DAISY Foundation was established in 1999 by the family of Patrick Barnes, who died at 33 from complications of the autoimmune disease ITP. Like many families who go through this kind of loss, they wanted to do something positive to honor Patrick. They came up with DAISY – an acronym for Diseases Attacking the Immune System, and they decided that this award would honor the one positive thing they held on to during Pat’s illness, the extraordinary compassionate care provided by the nurses. What started out as a thank you from one family to the nurses they encountered, has now grown into a meaningful recognition program embraced by healthcare organizations around the world.

TriState Health has celebrated nurses for this designation three times per year, since January 2020, honoring over a dozen deserving individuals for this recognition. Nominations come from patients, families, and co-workers to thank our nurses for the care and kindness they provide. We are proud to bring awareness to the specific role that nurses provide to the patient journey and the impact that the TriState family of nurses makes on the individuals we serve. “I am often brought to tears by the nominations we receive, detailing the selfless acts of kindness and compassion shown to our patients and their families,” says Kerry Lopez, Director of Care Transitions and Patient Flow. “The patient care staff at TriState are exceptional, and I am so proud to have the opportunity to recognize them in such a meaningful way.”

New this year, TriState Health awarded our first DAISY Team Award™. This annual award recognizes that while achieving better patient and family outcomes may start with an individual, it often takes an entire team to implement it successfully.



Nominate a TriState nurse or team of nurses by visiting TSH.org/DAISYaward or scan the QR code.



“

He made sure that my husband had everything he needed and was very attentive to his needs. He is so kind and caring to his patients.

DAISY Award® Nominee

Joe Shuey, RN

TriState Intensive Care Unit
May 2023 DAISY Award® Honoree



“

We could not name just one nurse. The experience we had at TriState was very good. My husband, as well as the family, were treated with respect and lots of humor. The nurses – Agnes & Cassidy, along with Michelle – were absolutely wonderful with him.

DAISY Team Award™ Nominee

Agnes McCarthy, RN; Cassidy Jenkins, RN; Michelle Respass, CNA

TriState Med/Surg Unit
2023 DAISY Team Award™ Honorees



“

The ladies greet you with a smile and treat you like a friend rather than a number, and yet they are very professional. I have been to many medical appointments over the years and I don't ever remember being treated with kindness the way I have in your imaging department.

TriState Imaging Patient

Carrie Holmes, Christy Adamson, Janae St. John, Jennifer Clovis

TriState Women's Imaging
2023 July "Be the SPARC" Award Honorees



LeRoy Smith, MD
TriState General Surgery

TRISTATE HEALTH'S *Provider of Excellence* Award

“

Dr. Smith is exceptional and extremely friendly. You can feel the love from the minute you walk into the door. Dr. Smith put me at ease from day one.

General Surgery Patient

“

Dr. Smith is what all providers should be.

TriState Staff Nominee

The TriState Provider of Excellence Award was created in honor of Dr. Richard Weiland, one of the original four primary care providers who joined the TriState Health Primary Care Clinics in 2011. Dr. Weiland truly represented what it meant to embody TriState's mission and vision through leadership, integrity, community involvement and patient-centered care. He was firmly committed to his patients and volunteered his time at the Snake River Medical Clinic. He was immersed in several leadership roles during his time at TriState and served for almost three decades as Medical Director of Home Health and Hospice, now known as Elite Home Health and Hospice. Through his leadership and patient-centered care, he paved the way for what each TriState provider strives to be. Dr. Weiland passed in 2015 after complications from heart disease. We are honored to have had Dr. Weiland as part of our TriState team.

Please join us in congratulating our second recipient of the Provider of Excellence Award, **LeRoy Smith, MD**, of TriState General Surgery. Dr. Smith was nominated by many of his patients and peers for this distinction and we celebrate him for the characteristics that make him such a unique and cherished provider. His compassionate care and dedication to his patients clearly do not go unnoticed.

Dr. Smith has over 35 years of experience in general surgery and is certified by the American Board of Surgery. He joined TriState Health in June 2016. Thank you, Dr. Smith, we are proud to have you as part of the TriState Family!

Patients, family members, co-workers, physicians, or staff can nominate a TriState provider who exemplifies these qualities. A single provider of any specialty will be awarded this recognition every year in celebration of National Doctors' Day.

To nominate, visit: TSH.org/DoctorsDay.



Delivering a better state of health. Together.

Emily Stratton, RN
Surgery

Are you looking to combine your talents and passion for helping others? From nursing to clinic support, TriState Health has a variety of positions open! A better state of care starts with bright and compassionate individuals. Check out our open positions and join our TriState Family today!



Visit us online at [TSH.org/Careers](https://www.tristatehealth.org/Careers)
509.758.5511