

# Info to Know



June 2020

As Shodair joins the rest of the country and moves into the phases of re-opening, we want to reassure you that our **Incident Command Team** continues to meet. **A big thanks** to all those who committed to this internal committee of collaboration and leadership. A thanks is extended to all the Shodair family, because everyone played a role.

So many Shodairians have sacrificed of themselves in a variety of ways since the onset of the COVID-19 Pandemic. From working different shifts with different job requirements, to staying at home due to the slightest cough. The Shodair community and the families we serve thank you for your loyalty and dedication. Things are starting to look and feel closer to how we used to operate. However, several changes, we anticipate, will remain.

Shodair hired temporary employees to staff the screening station. Employees and family members of patients are currently all being screened at the main entrance. Patients with in-person appointments in Shodair's Outpatient Services are screened at the entrance on the lower level, at the corner of Colonial and Shodair Drives.

Our plan is to begin allowing guests for tours and vendors in the building June 15, assuming all continues to be smooth in reopening and the safety of our patients or employees is not jeopardized. More details on Shodair's reopening will continue to come.

As always, feedback, criticism, or kudos are always welcome; just respond to this email or directly to Alana at 406.444.7561 or alistoe@shodair.org. And, if you'd no longer like to receive this newsletter and prefer to be removed from this email list, just let us know!



## Employee Forums

There are four **Employee Forums** scheduled (two were held on Monday, June 8th) in Conference Room A. There is a maximum number of 20 people that can attend in person. Check your email to find the Zoom link to attend virtually.

**Tuesday, June 9th**  
**6:45 am -7:45 am and 10 to 11 a.m.**

### **Agenda:**

- Building update*
- Budget*
- Open Enrollment*
- Joint Commission*
- Open to All*
- Outpatient Clinics*
- COVID-19*
- Masks*

## **CONSTRUCTION ZONE**

Beginning this coming week, activity on Shodair Drive will be visible as the work starts to relocate the maintenance shop and the ropes course. There will be equipment on-site but parking or normal operations will not be impacted at this point. This work will continue throughout the summer.

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### **Longtime Shodair employee passes away**

Bill Jefferson worked at Shodair his entire life; literally from a teenager until he retired. Bill recently passed away and left part of his estate to Shodair. Bill was an icon at Shodair and a loyal friend. We honor and thank him for his generosity.

Rest in Peace, Bill.

### **Grant will purchase tablets to connect Shodair with ERs**

Shodair Children's Hospital was the recipient of a Community Health Excellence Responsive grant from the Pacific Source Foundation. According to Ron Wiens, Director of Business Development, the grant funds will be used to purchase kid-proof computer tablets and provide those tablets to an initial group of larger hospital Emergency Rooms across the state of Montana.

The computer tablets will be used in three different ways, Wiens says. One way is to connect the ER staff with Shodair providers via a secured Zoom platform to offer consultative services on the patient's mental health condition. Another use of the tablets will be for Shodair therapists to initiate a virtual visit with the patient and begin assessing the patient's condition and begin therapy services. And the third way is for parents and guardians to be able to communicate with Shodair staff regarding their child's condition and options for treatment.

Shodair has heard from ER professionals across the state that they are unprepared to handle a more serious mental health crisis of a child and adolescent presenting in their hospital Emergency Room. Being able to quickly connect with a child and adolescent mental health professional from Shodair should help reduce the anxiety of the ER staff, patients and family with the goal of the patient and family leaving the ER with a solid safety plan and a referral to the available community mental health resources.

According to John Brewer, Chief Clinical Officer, this service will be ready to roll out by late summer.



Thanks to everyone for making our COVID-19 Drive for Helena Food Share a success!

## Connect with us!



LinkedIn

YouTube

# Psychiatry & Genetics

## Update for April

**Average length of stay per inpatient unit:**  
 Acute Adolescents: 10.3 (budgeted 8.5)  
 Acute Childrens: 6 (budgeted 10)  
 Residential Middle School: Closed  
 Residential Teenage: 78.7

**Percentage of Medicaid Patients served: 78%**

**Admissions: 63**

**Patient Satisfaction (Inpatient - Grasslands):**  
**Percentage of patients who reported that they felt that their mental health workers listened to them:**

Grasslands Admission: 75%      Grasslands Discharge: 74%

**Patients who reported feeling that they have a lot to say about their treatment:**

Grasslands Admission: 54%

Grasslands Discharge: 64%

Percent Increase in Optimism about the Future: 10%

### Clinical Genetics

#### Clinical Genetics April 2020

General	In-Person:	0
Neuropsych:		6
Metabolic:		7
General	Telemedicine:	51
Cleft Palate:		0
Cancer:		6
<b>Total:</b>		<b>70</b>

#### Genetics Laboratory April 2020

Molecular Tests:	69
Cytogenetic Tests:	19
<b>Total:</b>	<b>88</b>

# Happenings

## Outpatient Services –

Here are the numbers for all the clinics in April, 2020.  
All our visits in **April** were done via Zoom.

Helena: 877  
Missoula: 117  
Butte: 12  
(opened April 6th)

For comparison purposes below are our numbers for March and February:

**March 2020:**  
Helena: 683  
Missoula: 95

**February 2020:**  
Helena: 576  
Missoula: 88

There were several published and aired updates covered in the press the past couple months helping us keep the public informed. To watch one that aired on May 26, 2020 click the photo to the right.



**Goodies from friends**  
Shodair employees received a cookie donation from Blue Cross Blue Shield and a pizza donation from Balanced Chiropractic last month.

Pictured to the left is Dr. Brandon Blank with Balanced Chiropractic and Craig the day of the pizza delivery. Thanks to both BCBS and Balanced for their thoughtfulness.



## Allied Therapy

Pre-COVID-19 the allied therapy department was doing about 135 groups per week. Currently, the department is doing 225 groups per week. Nice job!

## Imprivata & Epic Meet at Last!



### We've Got Great News!

Monday, June 8<sup>th</sup> @ 8am, Imprivata will automatically log you into the first screen for Epic!

When you receive this pop up...



- 1) Type your Epic username (include ext.providence.org, as shown)
- 2) Type your Epic password
- 3) Click OK
- 4) You will then be logged into hyperspace and see your icons!
  - You will continue to log into Epic itself as normal, typing in your username and password

Please Note: **You must be onsite at Shodair or logged into the VPN** for this to work. If you are offsite and not on the VPN, you will need to enter the information, just as you did before.

**Questions?? Contact Informatics x7534 or Help Desk x1001**

# Culture

## Culture at Shodair

### *Culture + Strategy = Mission & Vision*

Culture is the sum of every individual at Shodair; it is shaped by the attitudes, behaviors and habits of people who work in the organization.

A healthy culture supports our mission and vision, and Sanctuary is one piece of a healthy culture at Shodair.

### **Training**

- Sanctuary Trainers are working on how classes will resume. Look for more details soon about how trainings will continue safely.



Yellowstone Insurance Exchange, RRG is a member owned Professional & General Liability insurance Risk Retention Group, managed by member hospitals to serve their liability insurance and risk management needs. The group's primary objective is to ensure the availability of liability insurance and to maintain premium stability over the long-term.



We are happy to report that Shodair Children's Hospital will be receiving the "2019 Gold Award" for Yellowstone's annual recognition program. This year, Shodair submitted our program "Safety Plans", which is part of Sanctuary.

Yellowstone received 16 proposals and Shodair was one of three recipients selected for the "Gold Award." Normally, this award is presented each summer at their annual meeting, but due to COVID, Yellowstone will be coming to our June board meeting to present.

This is the second year in a row Shodair has received the "Gold Award".

A big thank you to Jen Buscher and Tracey Riley for their work on this submission!



We celebrated Cheryl Sobeck to honor her 31 years providing music therapy for Shodair patients. Best wishes in her retirement! We will miss you, Cheryl!

# Foundation

## Walmart Campaign

Walmart and Sam's Club supercenters nationwide have been working tirelessly to support their local communities during the COVID-19 pandemic and despite their busy workloads, they know how essential fundraising still is for their local Children's Miracle Network Hospitals. Because of that, Walmart and Sam's Club are joining forces to raise money and awareness for the patients being treated at Children's Miracle Network hospitals between June 22 and July 19. Walmart and Sam's Club have raised more than \$1 billion for CMN Hospitals, the largest cash amount ever raised by one company for a nonprofit in North America. Money is raised primarily at check out, where customers and members have the option to donate \$1 or more when they checkout. Walmart and Sam's Club will also be introducing the round up feature at their checkouts, where customers will have the option to round their total to the nearest dollar and donate that change to their local CMN hospital. Associates also fundraise in other ways including bake sales, in-store contests and events. In 2019, Walmart and Sam's Club raised \$172,000 for Shodair and we hope to exceed that amount this year! Please consider visiting your local Walmart and Sam's Club during their campaign to support a fellow Children's Miracle Network Corporate partner.



Bella Nyman, our CMN Champion has been busy signing boxes of Lucky Charms cereal with her picture on the back and appearing in Thanks to Bella for being such a good sport/celebrity!



## HelenaGives

Thank you to all who participated in this year's Greater Helena Gives Day! During the 24-hour fundraiser, 884 individuals donated to 74 Helena organizations and 8 of those donors raised \$825. The Helena non-profits greatly appreciate your generosity!



## Thanks to Valley Bank

Shodair is incredibly thankful for the kindness and generosity shown to our organization during this time of uncertainty surrounding the COVID-19 pandemic. One business in particular who is helping many organizations across the state is Valley Bank, a long-time supporter of Shodair. Valley Bank wanted to assist non-profit organizations during the COVID-19 crisis on behalf of the bank, board members, and bank employees. Shodair was lucky enough to be one of the recipients.

**Thank you, Valley Bank for your support!**

## Dance Marathon organizers recognized

From the thousands of graduating seniors who have participated in Miracle Network Dance Marathon at the approximately 300 colleges and universities across the U.S. and Canada, 25 students were selected to receive the 2020 Miracle Network Dance Marathon Distinguished Leadership Award for making an exceptional impact within their Dance Marathon program, on their individual campus and for their local Children's Miracle Network Hospital. Among those 25 recipients was Montana State University's Caitlin Holzer! [Click here](#) to read her feature blog post on the Children's Miracle Network website.

Dakota Fletcher, Head of Hospital Relations for MSU's Dancemarathon team, is also getting recognition for his philanthropic efforts on the national level. Dakota is a member of the Sigma Nu fraternity at the university and he was selected to be one of the Sigma Nu Man of the Year nominees for the Class of 2020. Dakota was nominated for his commitment to serve the community, including his heavy involvement with this year's Dance Marathon.

