

Info to Know



Staffing Crisis

Shodair is not alone facing difficulties to employ enough staff to run at full capacity. While summer has historically been a time when the census tends to be low compared to other times of the year, currently Shodair has limited admissions to focus on training, completion of Healstream modules, and providing the flexibility for staff to easily take vacations.

Shodair leadership is looking for creative ways to attract new employees. While what an individual pay is an important aspect of employee satisfaction, research says it is that the two reasons people stay with an employer is because of the relationship with their supervisor and having a friend at work.

We launched an internal employee referral program to reward staff when they refer a friend to apply. Not everyone is well suited to work at Shodair; it's not an easy job. Being a Shodair employee means you are tenacious, intentional, and want to make a difference. It also requires you

Administration has made adjustments to starting wages for direct-care staff to keep at pace with other area employers. Shodair's benefit package is competitive, and the retirement contribution is stellar, but working at Shodair is much more than a paycheck. It's a community of care where people are encouraged to grow, accepted in their strengths and human flaws, and a culture that easily shows compassion, excellence, and grace. If you know someone that would fit into our culture, invite them to apply, and remind them to include you as a reference!

In the meantime, we are doing the best we can to continue to meet our mission: To heal, help, and inspire hope. The limited number of registered nurses at the moment is the biggest driver that is limiting our bed capacity. It's hard to know when exactly that will change, but one thing is absolutely certain, leadership continues to be mindful of the waiting list of children in Montana in need of mental health care, while balancing that with staffing limitations with safety being the driving force.

Building Project Update

Testing and reviewing possible fencing options is underway. Vance Gehringer, facilities director (middle picture to the right) says they are selecting a material that meets the needs and safety of patients, and is also ecstatically pleasing.

The fireproofing is 70 percent complete on the exterior of the building and the cinder blocks for the exterior gym are roughly 90 percent complete.

Over the next several weeks the building will be fully enclosed including temporary windows that will be in place until the spring as the permanent windows are on a 12 week back order.

The web cam remains live (with an occasion mishap), however, the plan is to relocate it—most likely to the front of the new hospital.

Thanks for everyone's cooperation with not parking along Shodair Drive and not entering the construction site without approval from Vance.

Tours are made available on Friday afternoons for those interested. Contact Vance at vgehringer@shodair.org or 444.7538 for more information.



Are you engaged in social media? Please follow, like, and share our posts about Shodair happenings!



Shodair turns 125 years old this month! For a little history lesson visit www.helenahistory.org/shodair_hospital.htm

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Got an idea for Info to Know? Mention it to Cathyann at the front desk or email cchristian@shodair.org

To be added or removed from receiving this newsletter email pmcdaniel@shodair.org or call 444.7560



Employee Spotlight

Caitlyn Patera—Genetics Registered Nurse



Caitlyn Patera says working at Shodair’s medical genetics department met her strategic professional goal of bringing opportunities and systems to a clinical environment. “This is exactly the kind of environment I wanted to be in,” she said noting the forward-thinking culture, the holistic approach, and potential for growth. Caitlyn is a registered nurse at Shodair, and by this time next year, she hopes to be a nurse practitioner.

Caitlyn has lived in Helena since she was 6 and attended Helena High, Carroll College and now Montana State University. She wanted to be a nurse for a long time saying that it was good job security and developed a passion for helping families at a young age. She works with the Medical Genetics Team to provide services to patients across Montana. She said she thrives collaborating with the team while building relationships with patients to help families live up to their potential. She also is exciting

at Shodair’s opportunity to expand services of care.

As a genetic nurse, Caitlyn cares for patients who are at risk for, or are affected by, diseases with a genetic component. “I perform risk assessment, analyze the genetic contribution to disease risk, and discuss the impact of risk on health care management for individuals and families.,” she said. “For pediatric patients, I’m intentional about assessing the caregiver and family unit. I aim to be a resource expert in the Montana community for children and youth with special healthcare needs and their caregivers and frequently provide follow-up care to ensure families have access to comprehensive and holistic resources and care that goes beyond their one-hour appointment.”

Her work day looks different every day. Sometimes she works with patients in-person and via telehealth in general genetics and metabolic clinics as well as coordinate newborn screening results that require follow-up. “Much of my time is spent *learning* about genetic and metabolic conditions,” she said. “As you can imagine, it’s quite a steep learning curve.”

Caitlyn is a busy mom, volunteer, and the wife of an active member of the Army National Guard, Russell, who was deployed for 14 months over the pandemic. She and Russell have been married for 11 years, but have been together since she was in eighth grade. They have three children (pictured below): Emma, 10; Elyza, 6, and Krew, 5, which means she overseas the brushing of 113 teeth nightly, she said with a laugh.

She also helps out on the psychiatry side of the hospital, which she said has provided her with incredible, yet sometimes difficult, professional experiences. Caitlyn also said it’s helped her to be more transparent with her own children. “I’m equipped with having open communication and I’m able to coach them because of it,” she said. What I LOVE about Shodair is my colleagues and my home within the genetics department,” she said. “As a developing practitioner, I think there’s a natural state of vulnerability which can lead to feelings of insecurity. However, with this team, I feel supported, challenged, accepted, respected... probably more than I ever have in my career. From the leadership within the department, to the administrative assistants, to the lab techs, dietitians and counselors... these are some of the most brilliant, forward-thinking people I’ve ever met and I get to learn and grow with them everyday. That’s a pretty cool thing.”

When she isn’t shuttling children to hockey, ballet, gymnastics, softball or piano lessons, she is tending her four turkeys, two dogs and one cat. During her free time, she is a big sister with the Big Brothers Big Sisters Program and has also volunteered as a nurse at summer camp, though she admits that was mostly to spy on her children.

Caitlyn’s warm smile is as friendly and welcoming to her patients as it is her co-workers around the hospital. We are lucky to have her as a member of the Shodair family!

Keep up the great work, Caitlyn and keep smiling’!



Two employees honored for service

We want to acknowledge, celebrate and show gratitude to Chip Hall, in maintenance, and Randy Buck, lead housekeeper for their commitment to Shodair.

Both Chip and Randy have worked at Shodair for four decades; Chip, 41, years and Randy, 40, respectively.

These two members of the Shodair community have shown their dedication and commitment to our mission and we are eternally grateful to them both. **A huge shout out to both Chip and Randy! Thanks for always having our back!**



Chip Hall (left photo) and Randy (right photo) receive an engraved Leatherman tool to celebrate their many years of service to Shodair. Chip just celebrated his 41st year and Randy his 40th.

Psychiatry & Genetics

May & June 2021

May Percent Occupancy per Unit:

Group Home: 85% Grasslands: 92% Glacier: 68% High Desert: 65%
Yellowstone: 88%

June Percent Occupancy per Unit:

Group Home: 61% Grasslands: 48% Glacier: 37%
Yellowstone: 62%

May Virtual Outpatient Visits:

Helena: 544 Butte: 170
Missoula: 162

In-person Outpatient Visits:

Helena: 394 Butte: 77
Missoula: 99

June Virtual Outpatient Visits:

Helena: 568 Butte: 139
Missoula: 141

In-person Outpatient Visits:

Helena: 497 Butte: 76
Missoula: 95

May Acute Admissions: 49

High Desert: 13 Grasslands: 36

June Acute Admissions

Grasslands/High Desert: 18

May Percent Medicaid:

Inpatient: 78% Outpatient: 58%

June Percent Medicaid:

Inpatient: 79% Outpatient: 55%

Clinical Genetics

May 2021

General In-Person: 15

Neuropsych: 8

Metabolic: 5

General Tele-Med: 27

Cleft Palate: 11

Cancer: 2

Dietary: 9

Total: 77

Genetics Laboratory

Molecular Tests: 101

Cytogenetic Tests: 24

Total: 125

Happenings

Upcoming Events

Mark your calendar for the upcoming events:

Sept. 16: Wellness Screenings

Sept. 19: NAMI Walk at 11 a.m. at Memorial Park



Sept. 30: Employee Picnic and Sanctuary Certification

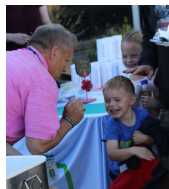
Celebration at Lewis and Clark County Fairgrounds beginning at 4 p.m. Food, beverages, and prizes provided. Bring your family!

Oct. 28: Miracle Treat Day



Employee Appreciation Breakfast

Under a gorgeous Montana June morning, we had a successful employee appreciation breakfast filled with friends, food, and fabulousness. Thanks to everyone who helped support this event by setting up or cleaning up, serving, or attending (especially outpatient clinic employees from Missoula, Butte, and Bozeman who made the trek to join us)!



To the left, Angelo Spado, outpatient therapist, enthusiastically leads the outpatient teams through the celebration tunnel; Kori L, dietitian, visits with some co-workers; and Craig Aasved, CEO, has a little fun with an employee's children.

Lemonade Stand Fundraiser for Shodair



Shodair supporter Ed Brown, of Great Falls, recently shared this photo of his granddaughter and her friends holding a Lemonade Stand Fundraiser for Shodair. He said the children said they wanted to help other kids in Montana.



Helena's New Educators make stop at Shodair

There are nearly 50 new educators that began this past week working for the Helena School District. As part of their new teacher orientation last week, they made Shodair their first stop of tour train visits and learned a little bit about the School at Shodair and our partnership with them for CSCT and Day Treatment.

Thanks for visiting and hope it's a great year!



Culture

Shodair receives Sanctuary Certification



The past is a powerful thing. What happened to us – yesterday, last year, as children – lives on in our thoughts and actions every day. It influences who we are and what we do. Shodair Children’s Hospital understands how powerful the past can be, especially for those who have experienced trauma.

For this reason, Shodair has been committed to implementing a trauma-informed care approach to help their patients heal for the last several years and recently received the official certification.

Jennifer Buscher, Shodair’s Director of Culture, says the Sanctuary Model asks us to think about treatment differently. “Not asking or thinking in terms of what is ‘wrong’ with someone, but asking what has happened to someone,” she said. “What experiences are they dealing with that are hurting their health.”

Implementing this Sanctuary culture does mean a shift in mindset, learning new ways of assessing and treating mental health issues. It involves everyone at Shodair from the CEO to the staff to the patients with everyone following and being supported by the trauma-induced-care philosophy. “It starts with the staff, with 100 percent training in the culture,” said Buscher. “If we don’t take care of our employees, we cannot expect them to take care of anyone else. It really creates an open and caring environment dedicated to healing.”

It also aligns with Shodair’s values: Nonviolence; Growth and change; Emotional intelligence ; Social learning ; Social responsibility ; Democracy; and Open communication.

Maxine Reddy is from Andrus and was in town to do the final certification visit. She said Shodair has shown remarkable dedication, ingenuity and preservation in their implementation and adaptation of the Sanctuary Model to create a trauma-informed workplace and care facility for their patients. “Shodair Children’s Hospital has position itself as a regional leader in trauma-informed care.”



Pictured is Jen Buscher, Craig Aasved, Maxine Reddy, and Kayleigh Verhelst holding the Sanctuary Certification.

It all adds up to enhanced client care, improved treatment results, increased employee satisfaction, and retention. This treatment model truly works best for everyone involved. Gaining official certification in the Sanctuary culture model, seals our commitment to trauma-informed care, help us lean into our mission, and sets the foundation for the future. Special thanks to those that helped along the way to make this process a success, particularly the core team and the trainers!

Annual Performance Reviews

The 2021 Employee Performance Review process is underway. Employees hired prior to April 20, 2021 will receive an email notification to access their review and provides feedback directly through Paylocity. Employees are encouraged to complete their self-evaluation to provide feedback .



Foundation



**Thank
You,
Costco!**

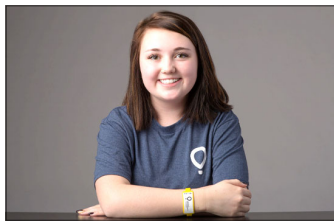
Costco exceeds fundraising goal

Our friends at Costco stores across Montana raised more than \$333,000 during its recent balloon campaign. This far exceeded the goal of \$300,000.

These dollars are collected through corporate and business donations, as well as members rounding up at the check-out stands.

We are extremely grateful for Costco's continued support of our mission at Shodair! Next time you pass through a Costco checkout, say thank you.

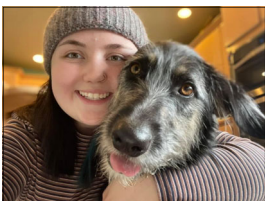
Seeking Champion ideas



Bella Nyman has served fabulously as our National Champion for two years. Her time serving as Shodair's Children's Miracle Network official CMN ambassador is coming to a close. We couldn't be more proud of Bella and honored that she is forever part of the Shodair family. Lucky for us, she also recently became an employee at the hospital in the outpatient clinic in Helena. We couldn't be happier that she is sticking around!

It does mean that we need to identify a new CMN champion and the foundation is accepting suggestions. If you think one of our patients would make a good candidate to speak and advocate for mental health or genetics, please contact the Foundation office at ex. 7560.

Thanks in advance!



Bella with her service dog, Scout.

SAMs Club supports Shodair



The crew at SAMs Club in Great Falls created a Cat/Griz money contest to be donated back to Shodair. Each store had their own twist on fundraising. This is a picture of very

motivated employees from the Great Falls store working to support Shodair.

Welcome Murdoch's



Shodair is honored to welcome Murdoch's into the corporate partners supporting Shodair. This new partnership kicked off earlier this summer and runs through the rest of September and has already raised \$30,000 for Shodair.

This new partnership also benefits other children's hospitals with nearby Murdoch's Stores. Thanks to Murdoch's and its customers for helping us to continue to meet our mission.

Just a reminder that Shodair does accept donations and with the holidays just around the corner (can you believe it), we ask that all requests for donations go through the foundation office.

Thanks so much for your cooperation and understanding!

Reminder