

House Calls



LAKE CHELAN
COMMUNITY
**HOSPITAL
& CLINICS**

*Serving the
Lake Chelan Valley
for more than 70 years*

Thank You, From All The Staff At LCCHC

The Coronavirus (COVID-19) pandemic has changed the way we live our lives, but it has not changed the way we take care of each other as a community. The staff at Lake Chelan Community Hospital and Lake Chelan Clinic have been working diligently to keep up with the many changes and recommendations by local, state and federal requirements implemented because of COVID-19. We want to assure you that your safety is our top priority when you visit LCCHC. The way you access care with us may not be what you are accustomed to, but be assured that we are here to take care of your health care needs.

The staff at LCCHC is thankful for the outpour of generosity from the community. There is a long list of people and business that have shared extra supplies and have made and donated face masks. Thank you to Campbell's, 12 Tribes Colville Casinos, Starbucks, Ryan & Tracy Greene from Country Financial, and Lake Chelan Artisan Bakery for the delicious lunches and pastries provided to the hospital and clinic staff. We appreciate all that you do to support healthcare workers and supporting the local businesses. Thank you!

Two Board of Commissioners Earn WSHA Health Care Governance Certification

Jordana Laporte and Mary Murphy, Commissioners at LCCHC spent the last year increasing their understanding of hospital governance and ability to enhance board effectiveness through participation in the Washington State Hospital Association's (WSHA) Health Care Governance Education program. Jordana was elected to the LCCHC board in 2019 and Mary Murphy was elected in 2015. Congratulations to both commissioners for their achievement and dedication to serve on the Lake Chelan Community Hospital Board.



Jordana Laporte
LCCHC Commissioner



Mary Murphy
LCCHC Commissioner

Coping with COVID-19 by John Arnold, Ph.D., LCCHC Psychologist

The COVID-19 outbreak has led to unprecedented changes in the way we live our lives. As a result of social distancing and stay at home directives to prevent exposure to the virus, people can feel alone and isolated. The outbreak has generated great stress and uncertainty. Struggles with job loss, finances and separation from important others are just a few of the challenges. It's a situation that has led people to become more worried, anxious and irritable than usual. Such feelings are normal and expected in a situation like this. The question, however, becomes what to do about it?

The good news is that there are positive steps one can take to better manage the stress that has resulted from all of this. For instance:

- Limit the amount of time spent watching the news and find reliable sources of information about the pandemic
- Become aware of how the stress is affecting you – both physically, emotionally and behaviorally – and then do something about it. For example, if you are at home, make a plan for the day and follow it rather than sit and

fret about what might happen in the future

- Do what you can on any given day to manage finances and then let go of financial worry until the next day
- Take care of your physical health by getting enough sleep, eating well and getting some exercise
- Keep in touch with friends and family by phone or computer

There is certainly more to do to take care of yourself while waiting for the impacts of the virus to lessen, but try to keep in mind that the situation will improve and none of us is alone in being affected by it.



John Arnold, Ph.D.
Psychologist
Lake Chelan
Community Hospital



9th Annual Red Dress Luncheon “An Ounce of Prevention” | Beverly La Mar, ARNP



Lake Chelan Clinic provider Beverly La Mar (*photo to the left*) was the guest speaker for the women's heart health Annual Red Dress Luncheon, which is an event sponsored by the Lake Chelan Health and Wellness Foundation. Beverly, a certified family nurse practitioner, delivered an engaging presentation reviewing the top ten preventable deaths during the luncheon held February 28th, 2020 at Sorrento's.

Lake Chelan Hospital EMS provided free blood pressure and glucose screenings during the event. In addition a variety of hospital staff volunteers modeled a variety of new spring fashions as part of the annual fashion show presented by Main Street Gallery. This year's luncheon was well attended with a headcount of just over 50.

Beverly La Mar was working to provide a second presentation for the community in March, but unfortunately had to be put on hold due to the COVID-19 limitations and restrictions.

Middle Photo L- R, Hospital Staff Fashion Show Models: Valerie Rife, Sanctuary, Jannel Burton, Occupational Therapist, Jane Jedwabny, Sanctuary Manager, Kylie Schmidt, Executive Assistant, Jenni Hernandez, Pharmacy Tech. Bottom L- R) Lake Chelan Health and Wellness Foundation Board Members Karen McKellar & Susan Fisher

Welcome to the LCCH Rehab Services Department



Amy Walker, is a Physical Therapist who joined the Lake Chelan Community Hospital and Rehabilitation Department in February 2020. Amy received her degree from Pacific University in Forest Grove, Oregon and has been practicing for 25 years and currently providing outpatient and inpatient physical therapy services for both children and adults. She is a big proponent of helping people improve their quality of life through integration of healthy living choices. Amy enjoys exploring the outdoors and spending time with family and friends.



Emily Leavens is a certified Speech Language Pathologist who joined the Lake Chelan Community Hospital Rehabilitation Department in January 2020. She received her degree from The University of Vermont and has been practicing for eight years. Emily provides outpatient services for both children and adults in speech, swallowing, language, voice, fluency and cognition. She also provides services in swallowing, cognition and communication for adults within the inpatient setting. Emily's professional interests include early intervention, cognitive rehabilitation and post-stroke rehabilitation. She enjoys boating, hiking, camping, skiing, music and spending time with her family.

We have taken every measure possible for your safety.

If you are concerned about COVID-19 and continuing your rehab services or scheduling new appointments, we want to assure you that we have taken every measure possible for your safety. See our [Rehab Services video](#) by Jeff England, PT Manager

What we are doing to keep you safe:

- Every person entering the hospital is screened for COVID-19 symptoms at the door
- We make masks available for all patients and staff
- Industrial strength disinfectants are used after use of all exercise equipment and treatment tables
- We have staggered patient appointments to maintain social distancing precautions
- We have a video appointment option for physical therapy patients

Spring Into Health 90-Day Challenge

The annual health challenge started off to a great start in March with over 150 participants from around the valley. 2020 made it the 7th year that Lake Chelan Community Hospital (LCCH) put on a health challenge to encourage and support better health. Come New Years many of us have set resolutions to get healthy, eat better, lose weight or maybe even join the gym. It's not long before we realize that it takes much self-discipline and accountability to stay committed. It's easy to quit and for that reason, LCCHC with funding from the [Lake Chelan Health and Wellness Foundation](#), (LCHWF) we have helped many people in the valley reach their health goals.

In 2018 the LCHWF, with the help of a grant, purchased the Inbody 270 body composition analyzer. The free scan that each participant received provided a full page of results that help with monitoring weight, muscle mass, fat and water along the way. [Learn more](#)

Because of the COVID-19 restrictions and limitations additional scans for the challenge have been postponed. June 5th and 6th ends the challenge and we hope to be able to accommodate Inbody scans for weigh out results as planned.

For questions, please email Agustin Benegas at abenegas@lcch.net Stay tuned.



Did you see the video?

[How To Be A Good Neighbor](#)

The video is all about ways to help us stay safe during COVID-19. It passes along useful information with a bit of fun entertainment.

Video produced by
Jared Eygabroad, LCCHC EMT

**LCHWF Presented
\$325,000 to Lake Chelan
Hospital-December 2019**

The Lake Chelan Health & Wellness Foundation (LCHWF) presented a check to Lake Chelan Community Hospital & Clinics for \$325,000 to fund a new 3-D mammography machine! Thank you community, the Murdock Foundation, Guild B and all of those that made this possible!

Due to the COVID-19 restrictions and limitations, LCCHC is unable to provide mammography screening services at this time. If your provider determines that you require a diagnostics mammography exam, he or she will make a referral for you to a location providing diagnostic services. LCCHC looks forward to reopening mammography screening services on May 18th, 2020.



Lincoln Westfall, DO
LCCHC

**LAKE CHELAN
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**How can I see a provider
at Lake Chelan Clinic
during the current
COVID-19 Limitations?**

If you would like to see a provider with Lake Chelan Clinic, we can schedule an appointment for you or your family in 3 different ways

First Option is a Telemedicine Visit

All you need is a computer or your cell phone for a Zoom face-to-face video appointment with a provider.

Second Option is a Phone Visit

This option is for normal day to day appointments such as medication refills, follow up care after a round of antibiotics, or to check in and see how your health is doing.

Third Option is a Face-to-Face In-Office Visit

Because of the stay home, stay safe requirements, we can only schedule face-to-face appointments if absolutely necessary and determined by the provider.

Call Lake Chelan Clinic at 509-682-2511 and our staff will be happy to assist you in scheduling the appointment that's right for you!

Stay home and stay safe

Picture to the left

Dr. Lincoln Westfall is a board-certified family physician who joined Lake Chelan Clinic in December 2019. Dr. Westfall comes from the Yakima Valley, where he'd been practicing for over 8 years. He completed his residency at the Family Medicine Spokane Rural Training Track in Colville, Washington in 2011. He graduated from Kirksville College of Osteopathic Medicine in Kirksville, Missouri in 2008. Dr. Westfall is fluent in German, Russian and Spanish. His current practice at Lake Chelan Clinic includes primary care, functional medicine, obstetrics, and gastrointestinal endoscopy.

To schedule an appointment with a provider at Lake Chelan Clinic call 509-682-2511.

Top 71 CIO's To Know | Ross Hurd, CIO

Ross Hurd, Chief Information Officer at Lake Chelan Community hospital is one of 71 CIOs to know . Hurd was recognized for the eighth time as one of the Nation's Community Hospital CIOs to Know by Becker's Healthcare. The newest and latest technologies are essential, especially in rural communities, to improving health care access to small communities and connecting patients to specialists outside the Lake Chelan Valley.

The recognized CIOs were set apart by outstanding recognition they've earned and exciting new projects they're piloting. One of Hurd's most recent implemented projects was the hospital's telestroke program, which gives Lake Chelan providers real-time, 24/7 access to Seattle-based Swedish Medical Center's stroke team.

Why is the telestroke partnership important? When a patient is having a stroke, there is only a three-hour window of time to receive tPA, a crucial clot-busting medication, after the onset of a stroke. This medicine can stop or decrease stroke damage. In the past, a patient had to wait until arrival at a hospital in Spokane or Seattle to get tPA, and then it was often too late to prevent paralysis, speech problems and other brain deficiencies.

Thanks to LCCHC's TeleStroke partnership with Seattle's Swedish Medical Center, you can get the medicine within minutes of arrival at our emergency room (ER). Hurd has served as LCCHC CIO since 2006.



Ross Hurd
Chief Information Officer,
LCCHC

*Why is the TeleStroke
partnership important?*

2019 Community Health Needs Assessment Adopted

In December of 2019, the Lake Chelan Community Hospital and Clinics (LCCHC) Commissioners adopted the 2019-2021 Community Health Needs Assessment (CHNA) report. Every three years, LCCHC and regional partners from Chelan, Douglas, Grant and Okanogan counties collaborate to better understand the health needs of North Central Washington communities.

With the enactment of the Federal Patient Protection and Affordable Care Act in 2010, not-for profit hospitals were required to develop a Community Health Needs Assessment (CHNA) once every three years. Along with the region, LCCHC developed its last CHNA in 2016. The four highest priority needs identified at that time were mental health care access, access to health care, education and obesity. The 2019 CHNA highest



priority needs identified were access to care (behavioral and physical health), affordable housing, chronic disease, education, and substance abuse.

Results from CHNA reports help hospitals and other regional health organizations strategize and focus resources to impacting the CHNA identified health needs. To access CHNA reports visit <https://lakechelancommunityhospital.com/chna/>

LCCHC COMMISSIONERS

Phyllis Gleasman, Chair
Mary Murphy, Vice Chair
Fred Miller, Secretary
Jordana LaPorte
Mary Signorelli

FAMILY MEDICINE

Charles Waszkewitz, MD
Joey Victoria Lopez, PA-C
Lincoln Westfall, DO
Beverly La Mar, ARNP
Lisa Miller, DNP, ARNP

EMERGENCY MEDICINE

Brian Barstad, MD
Alissa Diehl, MD
Jim Larsen, DO
Louise Simons, MD

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Lindsay Richerson, PMNHP

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Tabetha Bradley, MD, FACS

ORTHOPEDIC SURGERY

Joshua Schkrohowsky, MD
Trent Lyman, PA-C

PHARMACY

Christy Nielsen, Pharm.D

REHABILITATIVE THERAPY

Jeff England, DPT
Linda Hollier, PT
Rim Rimvydas, PT
Jannel Burton, OT
Amy Walker, PT
Emily Leavens, M.S., CCC-SLP

PLASTIC SURGERY

Kenneth Jones, MD

Lake Chelan Community Hospital
503 E. Highland Ave
Chelan, WA 98816

2019 STATISTICS

5,373
Emergency Room Visits



6,324
Inpatient Days



83
Births

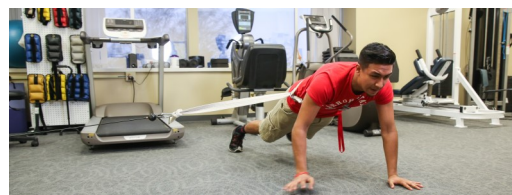
8,957
Radiology Procedures

17,630
Lake Chelan
Clinic Visits



694
Surgeries
(ortho, gynecology,
and general surgery)

5,354
Physical & Occupational
Therapy Visits



1,261
EMS Ambulance Runs

53,412
Lab Procedures

\$1,704,960
Uncompensated Care

An overall measure of hospital care provided to patients unable to pay for service. Trends for charity care often reflect the economic environment.





George Rohrich , CEO
Lake Chelan Community
Hospital & Clinics

509-682-3300
grohrich@lcch.net

A TIME TO PAUSE

I have been forced to slow down during the current crisis, all of us have slowed down. There are a lot of things that are different. There isn't much traffic on the roads, grocery stores aren't that busy, and checkout seems to take longer but it doesn't matter, it is no concern.

Many in our community are thinking about healthcare workers, the hospital and clinics. During a time when their businesses have been negatively impacted by this crisis, organizations like Campbells Resort, 12 Tribes Casinos, and Country Financial have provided lunches for our entire staff. They spent a lot of money to feed us, to show their appreciation for our great work and dedication. It is the hardest time to do something like this, it is a big deal and we at Lake Chelan Community Hospital & Clinics appreciate these acts of kindness, they encourage us to continue to provide the best care to our community during these difficult times.

It is a moment in time when we should pause and reflect on the wonderful community we live in.

HAVE YOU BEEN RECEIVING DAILY PHONE CALLS? It's from WANDA

Lake Chelan Community Hospital and Lake Chelan Clinics (LCCHC) partnered with Wanda Health to receive additional support by the company's COVID-19 Telehealth programs to Lake Chelan Valley residents. The Wanda Health programs are helping LCCHC provide symptom screening and remote care management for vulnerable patients while simultaneously reducing the risk of exposure to medical staff during the COVID-19 pandemic.

The COVID-19 Telehealth care programs from Wanda Health, follows CDC symptom guidelines, to deliver automated, personalized Daily Health Checks to patients via landlines, interactive voice response, texts, and the CareLink App. The COVID-19 Telehealth Screening program is used to proactively screen for primary symptom indicators of COVID-19. The COVID-19 Telehealth Virus Management program helps doctors reassure

patients and supports identifying those who have contracted the virus.

"The patients and families we serve are unique in their care needs since many of them are remotely located and have challenges getting to our clinics or hospitals on a regular basis. The COVID-19 virus has exasperated an already challenging situation and telehealth is the solution for us," stated Ray Eickmeyer, Director of EMS at Lake Chelan Community Hospital and Clinics. "The Wanda Telehealth programs for COVID-19 and ongoing chronic care management will improve our ability to care for patients and keep them safer and healthier at home."

For questions contact LCCHC EMS department-
Community Paramedicine Program at 509-682-6120.

To learn more about Wanda Health visit wandahealth.com

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Lake Chelan Community Hospital

Founded in 1948, Lake Chelan Community Hospital & Clinics (LCCHC) is a licensed 25-bed Critical Access Hospital with supporting clinics in Chelan, Washington. We offer a 24-hour emergency room, surgical center, Specialty Clinic and inpatient services, as well as family medicine at Lake Chelan Clinic in downtown Chelan.