



CLINIC HIGHLIGHTS

July 2022

June ended with a bang! Delta Health Family Medicine and Delta Health West Elk Hotchkiss Clinic both had surveys the week of June 27th. The Compliance Team, our accrediting organization for RHC, showed up and we spent 4 days in survey. Our outcome was that there were no HR deficiencies, three minor deficiencies at DFM and no deficiencies at WEH. I am very proud of the clinic managers and their teams for all the hard work and diligence to maintain compliance for RHC. Rhonda and her team have done an exceptional job of maintaining organized and accessible employee records and our surveyor was pleased with the process.

The three deficiencies at DFM were, not having lighted or reflective exit signs (we are putting up reflective signs at the current clinic and the new building has lighted exit signs), a small tear in one of the exam beds that has been covered with tape (an acceptable temp fix) while we wait for it to be reupholstered and there was an expired tube of silver nitrate sticks found in an exam room and they had just expired a few days prior to the survey. These were all minor deficiencies and we have already placed work orders for the signs and the bed upholstery. The expired patient supply has been discussed and retraining with the staff has been completed.

The clinics continue to work toward financial viability, quality healthcare and accessibility of healthcare to our communities. We are seeing the pinch from a patient stand point in getting in to see their primary care provider at DFM and WEH while we wait for our new physicians to come on board. We are trying to see patients that have immediate needs either with the walk in provider or via telehealth with their PCP. The new providers cannot get there soon enough!

PCMH recognition is on the horizon. All the clinics have completed their consultations with The Compliance Team and are just finishing up final policies and process work. Everyone is aiming to be surveyed no later than end of October.

Dr. Cole's onboarding is going well and we are excited to be working with him. Amy Adams, the Psych NP is up and running and we have had great feedback on her from those who have interacted with her. We are excited to be able to offer psychiatry services to our patients. She is contracted through E-Psychiatry and is a tele-psych provider. Kelsey Stark, NP will start in the APC clinic in August to help with the departure of Drs Salman and Huun.

We always welcome feedback from patients and community members so that we can continue to improve our services. If you know of anyone who has had difficulty with a clinic or has suggestions on how we can improve, please encourage them to speak to the clinic manager and we will be happy to help.

Geri Simoens- WEH- 970-872-1400

- Melinda Denison- APC- 970-874-7668
- Jessica Zlomke- DFM and Peds- 970-874-5777
- Carol Abeyta- Pulm and Pain clinics- 970-546-4010
- Sam Evans- Urology- 970-399-2890
- Jen Hockenberry- Ortho- 970-874-4399
- Nysha Wilson- Onc and Infusion- 970-399-2895
- Clinic Patient Advocate (in case the manager is not able to help) 970-399-2690

Respectfully,

Vickie

Vickie Moore, M.Ed

Executive Director of Clinic Operations