

## TMH Holds Second Annual Community Health Fair



Have you been putting off getting important health screens? Do you want to adopt healthy lifestyle habits but are unsure of where to start? Come to the second annual community health fair at The Memorial Hospital and get both done at once!

The fair will be chockfull of healthy living ideas, including tips on how to start an exercise program, heart healthy eating, and wellness habits that stave off disease. All participants will receive a goodie bag with health and wellness items.

Lab services, listed on right, are discounted to make these screenings as affordable as possible. With the exception of the Vitamin D screening, all lab tests are processed at The Memorial Hospital. Your lab results will be mailed to you after the Health Fair. Your healthcare provider will not automatically receive your test results. However, if you see a local

provider, he or she will have access to your lab results through the Hospital's health record system.

The Radiology Department is offering vouchers for discounted Body Composition Scans (\$40) that tell your Body Mass Index (BMI), Total Body Bone Density, and Total Body Fat Mass Ratio—great baseline information for good health.

Other departments and community groups will have educational booths on how to get and stay healthy. Pre-registration is not required, however it is recommended. You can download a form at [thememorialhospital.com/community/health-fair](http://thememorialhospital.com/community/health-fair) or pick one up at the Hospital.

TMH is pleased to be able to offer these lab tests at the same low price as last year. Don't miss this opportunity to take advantage of these important, low-cost health screenings.

### Know Your Lab Tests

Here's why it's important to get the lab tests offered at the health fair:

#### Blood Chemistry (\$25)

Measures kidney, liver and thyroid function as well as glucose, cholesterol, triglycerides and iron levels and overall nutritional status

#### Blood Cell Count (\$40)

Measures white, red and platelets in blood. Screens for abnormalities related to infections, some cancers, anemia, polycythemia, bleeding & clotting disorders



#### Vitamin D (\$40)

Gives levels of this important essential vitamin needed to ward off osteoporosis and several cancers, and maintain healthy immune function

#### Hemoglobin A1c (\$20)

Measures blood sugar (glucose) levels over past 3 months to detect for diabetes

#### Prostate Specific Antigen (PSA) (\$10)

Gives level of blood protein associated with prostate cancer



Saturday, April 26, 2014

The Memorial Hospital

7:30 a.m. – 12:00 p.m.

Info: 824-9411 or  
[www.thememorialhospital.com/  
community](http://www.thememorialhospital.com/community)

# TMH Clinic Makes Great Efforts to Improve Experience for Patients



**Terri Jourgensen, RN, BSN,**  
TMH Clinic Director

Patients at the TMH Medical Clinic are noticing positive changes—changes that are making their visits more pleasant, productive and convenient. Behind these improvements are clinic caregivers and staff working hard to respond to patient concerns and

make concrete improvements in order to provide the best patient care possible.

Hiring Terri Jourgensen as the new clinic director was an important first step. Terri brings the effective combination of being a nurse and a manager to her position. She is dedicated to providing the best care experience possible.

“We realize that we have had some operational issues that are frustrating for our patients, and we are highly committed to fixing those issues and making things right. We have excellent medical providers; it is our systems that are holding us back,” says Terri Jourgensen, new clinic director.

## **When you call, you’ll now get a live person**

One of the main complaints patients share is getting an electronic voice message giving them a complicated list of choices when they call. People want to talk to a real, live person, not a machine.

“We recognize that our phone system is substandard and we’re working hard on getting a new phone system in place. In the meantime, we hired an extra person whose only job is to answer phones. We hired

her in early March and we’ve already received positive feedback from patients who are grateful to talk with someone in person,” Jourgensen adds.

The permanent phone system will not replace live people answering the phone, and during busy times or after hours when it must roll over to an electronic message, it will be quick with few questions to answer and numbers to punch.

## **Electronic health records (and faster labs & tests) coming your way**

Another common complaint from clinic patients is long delays in getting lab and test results. Jourgensen believes switching to a new electronic health records platform will go a long way.

“We understand we need a better system that will communicate more effectively with the hospital and keep us on track with quality measures,” she says.

## **Services Offered at TMH Medical Clinic**

The clinic has a large medical staff to care for the needs of patient of all ages. Services include:

- Family Medicine
- Pediatrics
- Women’s Health/OB/GYN
- General Surgery

The clinic offers same-day appointments whenever possible, an on-site lab for easy access, and a sliding-fee scale and financial aid as needed.



**The TMH Clinic Team**

Not only will this speed up lab and test results, it will also mean less time filling out paperwork for patients, more access to personal health records with the perks of being able to make appointments and request refills online.

Other ways the clinic plans to lessen wait times is by asking patients to download forms from the website ([www.thememorialhospital.com/medical-clinic](http://www.thememorialhospital.com/medical-clinic)) and bring them to their appointment, and by new late and no show policies that encourage patients to arrive on time so no one is delayed in getting care.

### **Your opinion not only matters, it's vital**

At your next clinic visit you'll likely be handed an electronic tablet to take a survey and give your opinion on the services you received.

*"We really want to not only improve, but become exceptional. Every single one of us at the clinic has it in the forefront of our minds to provide the best quality care to our patients, from the moment they walk through the door to the moment they leave. Patients have commented about our good culture and the positive feeling they get when they come in, so I think it's working,"* Jourgensen exclaims.

If you have anything you'd like to discuss, Jourgensen encourages you to come visit her, call her (970-826-2455), or email her ([terri.jourgensen@tmhcraig.org](mailto:terri.jourgensen@tmhcraig.org)). Your opinion really does matter.

## Need a Camp Physical?

Camp and sports physicals are offered year-round for \$15 at TMH Medical Clinic. Often, a current physical is required for summer camps or to play team sports in school. Call 970-826-2400 to schedule an appointment today!



## Hospital Celebrates Its Dedicated Staff During Hospital Week

**We love our healthcare team members!** In honor of the American Hospital Association's National Hospital Week, we are planning fun organization-wide events and activities to celebrate the men and women at our hospital and clinics that go above-and-beyond for our community every day. Several of our employees have been with us five or more years, some even over 30 years! If you have a doctor, nurse or caregiver that you especially appreciate, let them know the week of May 11 – 17, 2014.





the memorial hospital  
at craig

750 Hospital Loop  
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[www.thememorialhospital.com](http://www.thememorialhospital.com)

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## Upcoming Events

### Saturday, April 26

#### TMH Community Health Fair

*The Memorial Hospital*

[thememorialhospital.com](http://thememorialhospital.com)  
for info

7:30 a.m. - 12 p.m.

### Thursday, May 8

#### What to Expect Birthing Tour

*The Memorial Hospital*

970-824-9411 for info/  
registration

6 p.m.

### Saturday, May 17

#### Where in the Hell is Maybell? *(TMH Sponsored City Event)*

30-mile ride with pancake  
breakfast

*Craig Parks and Recreation*

970-826-2029 for info

7 a.m. – 1 p.m.

### Sunday, May 18

#### EMS Community BBQ

*Loudy Simpson Park, Craig*

BBQ, mascots, fire engines.  
Public welcome, free of  
charge

11 a.m. – 2 p.m.

### June 11 – June 14

#### Whittle the Wood Rendezvous *(TMH Sponsored City Event)*

*Loudy Simpson Park, Craig*

Wood carvers from across the  
nation turn tree stumps into art

*Craig Parks and Recreation*

970-826-2029 for info/  
registration



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