

Me and My Shadow



Rebecca Shannon, RN and Clinical Nurse Manager wears many hats as she works in Rehab at Integris Deaconess Hospital. Rebecca is full of patience, knowledge and compassion in her everyday life.

by Vickie Jenkins, Staff Writer

Here at Integris Deaconess Hospital, our continued commitment is to provide custom rehab programs to our patients in a timely, courteous, and professional manner. You will find our caring staff highly trained in accommodating your needs before, during, and after your therapy visits. Together, we will maximize your strengths and move you toward better health. -Integris Deaconess Hospital-

A greeting of smiles and friendly faces is what you will get when you find yourself at Integris Deaconess Hospital on the rehabilitation floor. With an excellent staff on hand, I

met Rebecca Shannon, RN and Clinical Nurse Manager.

Rebecca has been a nurse for seventeen years. "When I became a nurse, I started out having my own Home Health Care; a home to take care of elderly people. After that, I wanted to go into rehab, where people of all ages came in and got better. With Home Care, along with working at Jim Thorpe Rehabilitation Center, I feel like I learned quite a bit, allowing me to pass information to others. Now, working at Integris Deaconess Hospital, with so many new nurses coming in, I feel

See SHANNON Page 3

CDI nurses paint complete picture

by Bobby Anderson, RN, Staff Writer

Roxanne Melot, RN, CCDS, has been away from the bedside for a few years but she's still having a daily impact on patients in the Integris system.

"The patient doesn't even know we exist," Melot says of her role as a clinical documentation integrity specialist. "We're kind of in the background."

On any given day, Melot works 12-14 patient accounts. She doesn't usually wear scrubs but that doesn't mean she isn't digging deep into a patient's stay, making sure they're moving on towards positive outcomes.

This week is Clinical Documentation Integrity week honoring those nurses and other clinical professionals who make sure a patient's medical record tells the whole story.

"I speak with nurses all the time and tell them their documentation does matter," Melot says. "I always remind them if you didn't document it it's almost like you didn't do it. We use not only the physician's documentation but the nursing documentation to be able to paint an accurate picture from beginning to end."

CDI specialists review patient records and assess whether all conditions and treatments are documented. This documentation helps paint an accurate picture of the severity of a patient's illnesses and the extent of the care required.

When the documentation is unclear or deficient, CDI specialists prompt - or query - physicians to provide clarification. CDI specialists serve as the bridge between the health information management and clinical staff. They must comply with Medicare and/or private payer rules and regulations.

Specialists include a variety of licensed healthcare providers across multiple disciplines. The most important trait of a CDI specialists is clinical knowledge since they decipher complex medical records and need to be able to recognize treatments and diagnoses that may not be clearly documented. They also need to be comfortable educating busy physicians on documentation requirements.

The majority of specialists are RNs, but also include coding professionals, physicians and quality improvement staff.

The growth of the CDI specialist profession has mirrored the healthcare industry's increased focus on compliance with regulations, managed care profiles, payment for services rendered, quality of care improvement measurements and liability exposure.

See CDI Page 2

HONORS

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All these factors increasingly depend on the integrity of complete and specific documentation in the medical record.

Melot has been a nurse since 2004, starting as an LPN then getting her RN in 2009.

Coming out of school Melot worked as a staff nurse in an ortho/neuro setting at Integris Baptist.

"I loved the work I was doing," she said. "I've worked in a lot of fields as well but I pretty much decided to transition to the role I'm in now just because it was something different, an opportunity to learn."

"And I felt it was an opportunity to take care of a patient in a different way than the bedside."

The flexibility her new job provided was also appealing. Instead of working a 12-13-hour shift she was able to work Mondays through Fridays with no holidays.

"You're still utilizing your nursing skills because you have to be able to review a medical record and decipher what the physician is saying," Melot said. "You're still reviewing lab results and interpret what the doctor is thinking."

Melot feels like her knowledge base grows daily. And the impact she has on patient outcomes has increased exponentially.

"Definitely," she said. "Even though the patients don't see us per se we impact their care just because sometimes the physician will be assessing the patient with the nurse every day and documenting certain things. I feel like we are helping the doctor really show how sick they are."

"Sometimes an insurance company may not understand why a patient needs a certain procedure or they may try to deny a patient from receiving a certain medication. As a clinical documentation specialist you may see something a doctor documents and you basically query the physician but they not saying the diagnosis."

"I feel like you're helping the physician just to make his or her documentation become more clear and concise."

With the ever-changing healthcare landscape and reimbursement models, CDI specialists are increasingly seen as a key solution in meeting regulatory policy changes.



Roxanne Melot, RN CCDS, is one of hundreds of nurses and other clinical professionals in Oklahoma who work in clinical documentation integrity.

Working on revising coding templates to tie them to evidence-based medicine and shoring up intake documentation helps hospitals stay in line with coding guidelines as well as quality measures.

That results in fewer rejections and documentation already in place for the appeals process.

Simply for Melot, it means she's able to tell the patient's whole story from admission to discharge.

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Thomas enjoyed fishing, cooking, gardening and football and felt at peace with the mountains and the great outdoors. He was a family man, and enjoyed spending time with his family, including 11 grandchildren! He enjoyed all kinds of animals, but especially his dog, 'Tiny Girl'. He had a kind and gentle soul, and gave freely with everything he had. After a fatal aneurism, he was able to save the lives of two others by donating his kidneys, and changed many other lives with the gift of tissue donation.

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SHANNON

Continued from Page 1

like I can use my experience and knowledge to help them," Rebecca said.

"I wanted to be a nurse ever since I was seven years old. At that time, I lost three grandparents. I remember sitting with each one of them, caring for them while my parents left for a while. It is a vivid memory and I knew that when I grew up, I wanted to take care of the elderly. I guess you could say that working with elderly people has always been my desire," Rebecca said.

Asking Rebecca what she thought good qualities for a nurse would be, she replied, "First of all, a nurse has to have a lot of patience. A nurse has to be flexible because things are always changing. Each patient and situation is different. A nurse needs to always do their best; they are there to do a job so they might as well do the best that they are capable of," she added.

What advice would you give to someone going into the medical field? "I would tell them that the number one thing to do is shadow

someone when you first start out. That way, you will know the job a little better and know what to expect! Shadow that person and absorb all you can. This will make things much easier in the long run." Find that one job that seems more interesting than the others and stick to it, even if it seems to be a little hard at times. Pay attention to your instructor; they like it when you ask questions; give them that teachable moment and you will both be happy," she said with a grin.

Rebecca has a good relationship between her patients and herself. "I think that communication is a big advantage. More than likely the patient needs someone to talk to and listen, forming a wonderful relationship. I always live by the words, I never MEET a stranger. One thing that I try to teach the nurses is when they talk to a patient, sit down beside the patient and get on their level. There is a certain trust that comes from that and the patient doesn't feel like they are being looked down upon."

What is your favorite part of your job? "The favorite part of my job is working with such great people. Everything runs smooth

One thing that I try to teach the nurses is when they talk to a patient, sit down beside the patient and get on their level. There is a certain trust that comes from that and the patient doesn't feel like they are being looked down upon."

Rebecca Shannon, RN and Clinical Nurse

when you have a great team. There are about fourteen nurses under me, day and night shifts and all of them are wonderful. It makes for excellent team work and a great work environment," Rebecca said.

Asking Rebecca to describe herself, she replied, "I am definitely a busy grandma," she laughed. "I enjoy my job here at the hospital and I am thankful for everything that God has blessed me with. My motivation comes from kind words, encouragement and praise; I think that can apply to everyone. I love spending time with my wonderful husband, Cody, of thirty-two years and my three grown kids, Jonathan,

Heather and Amber and our eight grandchildren; ages six to fifteen. I like gardening, canning and reading, not to forget caring for my three Norwegian Elk Hounds; Elvis, Britta and Rollo."

If you were to sum up your life in one word, what would that one word be? "Oh that's easy, she said. "I live my life to the fullest. That one word would be FUN."

INTEGRIS

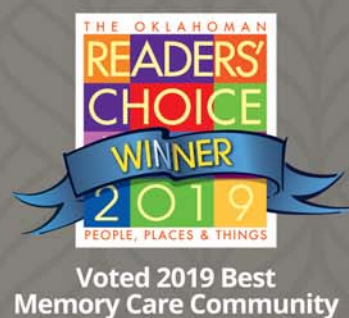
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CAREERS IN NURSING

A DESIRE TO CARE: THE TIMBERS SKILLED NURSING AND THERAPY

by Vickie Jenkins - Writer/Photographer

The Timbers Skilled Nursing & Therapy is a nursing home facility located in Edmond, OK. Nursing home facilities are for elderly people with chronic health conditions or injuries that require long-term care, constant monitoring and 24-hour-a-day availability of doctors, nurses and health care aides. -The Timbers Skilled Nursing and Therapy-

Natalie Fulton, LPN is the charge nurse and skilled nursing manager at The Timbers Skilled Nursing and Therapy, located in Edmond OK. Always with a desire to work with elder people, Natalie has a real passion for the geriatric population. Along with a true love from the heart, her compassion for others seems to shine.

Born in Marion, Indiana, Natalie moved to Oklahoma when she was four years old due to her dad getting transferred regarding his job. Her early childhood days were spent growing up among the beautiful countryside of the Talimena area.

Nature and its beautiful wonders have always played a big part in Natalie's life.

Graduating from Okmulgee Green Country Technology Center, Natalie was eager to begin her career as a nurse. "That was almost twenty years ago," she said. When I asked her what her first job as a nurse was, she said, "My first job was working at Hospice Loving Care in Shawnee, OK. I enjoyed the older generation even then," she said with a smile.

Asking Natalie what the favorite thing about her job is, she replied; "It is when I take care of the patient and they just want me to listen to them; whether it is telling the same story that I have heard over and over or just sitting down with them and holding their hand. I guess that is part of my passion; being with them whether we say anything or not. Sometimes, the patient has so much to say, yet they can't seem to get the words out. That is why I am their voice and their advocate when I

need to be."

Did anyone influence you to be a nurse? "No, it was just something that I knew I wanted to do. I applied for a CNA position right out of high school. I got a job right away and from then, I just wanted to further myself even more." Natalie feels like her biggest contribution to The Timbers is her experience and knowledge. I really don't know what I would do if I wasn't a nurse. This is my life. When I get to work each morning, it is such a delight to see the patients," she replied. "Each one of them is very special to me," she added.

When Natalie is not working at The Timbers, she enjoys spending time with her daughter and her precious granddaughter, Cohen, who is seventeen months old. "In fact, it was May 2019 when I moved to Oklahoma City to be closer to my daughter. I moved here, applied for a job and started working right away. I would say it has been a great move

so far."

Asking Natalie to describe herself, she replied, "I am a very compassionate person and a hard worker. I make sure the job is done the right way. I am loving and considerate of others feelings. I have an outgoing personality yet I am a little high strung at times which can be a problem. I'm working on that," she laughed.

What qualities do you think make a good nurse? "Definitely a nurse needs to have plenty of patience. A nurse needs to be compassion and genuinely care for others. A nurse needs to be a great listener and be willing to change a schedule at the last minute. If you roll all of these qualities into one, you have a nurse; a very rewarding job," Natalie replied.

I asked Natalie if she had received any awards or achievements in the last few years. "I was Employment of the Month at one of the nursing facilities that I worked at and I was honored by being the Assistant Director of Nursing

See FULTON Page 5



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Natalie Fulton, LPN has always had a desire to care for elderly people. Natalie is the charge nurse and the skilled nursing manager at The Timbers Skilled Nursing and Therapy facility located in Edmond, OK.

FULTON

Continued from Page 4

for the Year at a facility I worked at in McCloud, OK.

Natalie's goal is to continue making a difference in others' lives. "I want to hold on to the hope for the patients that I take care of," she said. "I am doing what I love."

Asking Natalie to sum up her life in one word, she paused for a minute and said, "My word is HAPPY. I try to stay happy all the time."



The Timbers
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INTEGRIS Health Edmond and INTEGRIS Southwest Medical Center Receive Pathway to Excellence® *For Second Consecutive Four-Year Term*

The American Nurses Credentialing Center has designated both INTEGRIS Health Edmond and INTEGRIS Southwest Medical Center as Pathway to Excellence® hospitals for the second consecutive four-year term. INTEGRIS Canadian Valley Hospital received re-designation last year.

"Words cannot express what an accomplishment this is or how proud I am of these nurses," says Kerri Bayer, executive vice president and chief nurse executive at INTEGRIS. "I am particularly impressed with the high participation rate (73%-76%) and the fact that each hospital received a greater than 75% positive response rate on a majority of the survey questions."

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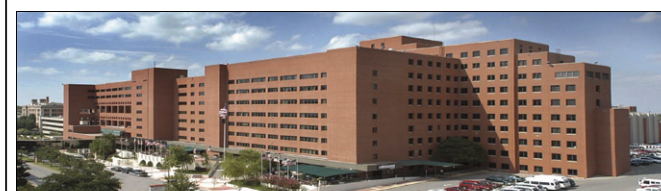
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**Oklahoma's
Nursing Times**

United Way of Central Oklahoma Announces \$17.1 Million Fundraising Goal During Campaign Kickoff

United Way of Central Oklahoma kicked off its 2019 annual campaign this morning and announced its fundraising goal of \$17.1 million! Money raised will be invested into 113 health and human service programs at 57 Partner Agencies. In addition to United Way's campaign, the event also serves as the start of the State Charitable Campaign and the Heart of the City Campaign.

"Our Partner Agencies are stepping up for our community and are addressing our most pressing challenges head on," said Debby Hampton, United Way of Central Oklahoma president and CEO. "It takes all of us to make our community stronger, and we're determined to do our part through this year's fundraising campaign."

Pacesetter campaign results were also announced and, to date, \$4,557,795 has been raised, accounting for 27 percent of the campaign goal. Pacesetters are companies that run their workplace campaigns early and set the momentum for others that will kickoff this fall. Kick-off festivities included community leaders enjoying the tradition of flipping pancakes while serving as "celebrity chefs" and the annual pancake flipping contest was held on stage with Rumble the Bison taking home the coveted golden spatula award for the second time in a row.

United Way of Central Oklahoma also announced the winners of their new social innovation grant, Wayfinder. The Wayfinder Grant is United Way of Central Oklahoma's

new program to fund bold, new and innovative ideas, which are designed to address community challenges in central Oklahoma. ReMerge Oklahoma will receive \$70,800 for their Courageous Cookies program, The Homeless Alliance will receive \$39,200 for Curbside Apparel, Mental health Association of Oklahoma will receive \$60,000 for their Homeless Street Outreach OK program, City Care will receive \$55,000 for their Samaritan project, and the YWCA of Oklahoma City will receive \$25,000 for their Raise the Bar program. Program descriptions for Wayfinder Grant winners can be found on the following page.



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"We're very proud of our graduates and the quality of our

program. Upon successful completion of the degree program, faculty continue to monitor the student and their NCLEX-RN preparation. We guide them for success on licensure," Martin states.

Upon successful completion of the NCLEX-RN, graduates are eligible for employment as a registered nurse helping people in a lifelong career that provides both personal satisfaction and great income. Dr. Martin said in the last several years OSUIT's NCLEX pass rate has improved, and the trend seems to be continuing. Our graduates are normally offered a job before they graduate.

"We have a rigorous program. It has to be rigorous— we are dealing with patients' lives, your family member's life." Martin said students who come to the nursing program are almost always surprised

by how difficult and challenging it is, even for those who excelled in high school or other college programs. "It's a new way of learning that they're not used to. It's a different type of memorization that adds application of the critical thinking process. There is a large amount of reading required and commitment from the student. It requires organization, flexibility, the ability to make tough decisions and prioritize. As one of our previous graduates, Carolyn Casey stated, "you must make choices to succeed."

Students need a wide array of support at home as well to be successful. The training and education are tough because the profession is hard work, Martin said, and the faculty in the nursing program are continually working to ensure the program improves while also meeting the needs of the



industry. "Our faculty make sure this is a quality program. They make sure we maintain our standards."

"Everything we have done, and our accomplishments are because of our faculty," she said. "They stay up to date on best practices and new technologies." It's all in service in making sure the students are prepared and knowledgeable when they start their careers. "We believe that our program prepares them for success not only in passing NCLEX-RN but the career of nursing as well," Martin said.



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Men Encouraged To Find a Trusted Health Care Provider

By Valerie Pautsch, OU Medicine

While a urologist is not by definition a primary care physician, urology specialists often play significant roles in comprehensive healthcare for men. Ash Bowen, M.D., OU Medicine urology expert, cited a 2016 men's health survey, which indicated improvement in many areas of men's health.

"More men believe they are in better health now, compared to a similar survey in 2007. However, most men aren't really comfortable discussing their health concerns with their doctors and according to the survey, only about 40 percent say they follow the advice of their physicians," Bowen said.

Studies also conclude that most American males don't seek care promptly when they do have concerns. Because preventive care is the key to avoiding serious illness, keeping routine appointments with a primary care physician is important.

"A provider-patient relationship sets up a partnership that enhances overall health and awareness for both individuals," said Bowen. "Lifestyle, family history, personal risk factors – this knowledge helps us manage for improved health and anticipate problems that may arise. And by being proactive, we may avoid those potential problems altogether."

Bowen said men should consider seeing a urology specialist for conditions including erectile dysfunction; enlarged prostate, also known as benign prostatic hyperplasia (BPH); kidney stones; bladder infections; blood in the urine; abnormal testicular lumps; and for prostate cancer screening.

September is Prostate Cancer Awareness Month and Bowen believes the emphasis is positive and beneficial. Because prostate cancer is rare in men younger than 40, a prostate-specific antigen (PSA) screening isn't recommended, unless there are factors that increase risk, such as African-American ethnicity or family history of prostate cancer. From age 55 to 69, prostate cancer screening should be discussed by men and their doctors.

Some risk factors can't be managed by lifestyle changes such as diet and exercise. Age is one of those factors.



Ash Bowen, M.D., OU Medicine urology expert.

Bowen said the risk of prostate cancer rises dramatically after age 50, and about 60 percent of cases are found in men older than 65. It's not clear why racial factors increase risk, but prostate cancer occurs in African-American men and men of African heritage more frequently than in other populations.

"Men in every age range see urologists for help with conditions that affect sexual health, infertility or contraception, genitourinary pain, urinary tract infections, or unusual discharges. A complete genitourinary exam annually is a good idea," Bowen said. "You and your provider will consider the benefits of the PSA screening and make a decision. Typically, the screening is done every year, sometimes every two years for low-risk patients."

Bowen encourages men to find a trusted health care provider who can be part of a comprehensive approach for continuity of care. "Nearly every man will encounter some kind of urologic complication at some point, whether it's a kidney stone, an enlarged prostate, testicular abnormalities or prostate cancer. Routine screenings for blood pressure, cholesterol and Type 2 diabetes are measures that help you manage your health and be in top condition, whether or not a serious health matter develops at some time in the future."



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NURSE TALK

I would be a mini-van because I am family oriented.



Loye Mellies, RN

A four-window open-sided jeep, to go on adventures off road and in high altitude!



Darlene Brooks, RN

If you were a car, what kind of car would you be and why?

INTEGRIS
Deaconess

Integris
Deaconess,
Rehab

I would be a Mercedes Benz, because it is so luxurious!



Brittany Johnson, LPN

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