Oklahoma's Nursing Times

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Oklahoma's Nursing Times

Care Robots: Ethical perceptions and acceptance

Peer-Reviewed Publication CHIBA UNIVERSITY

Countries like Japan are experiencing declining birth rates and an aging population. The increased burden of care for this aging population may lead to a shortage of caregivers in a decade's time. Thus, the recruitment and allocation of resources must be planned in advance.

Technological interventions in the form of robots that provide home care services to the aged appear to be a promising solution to this problem.

Although care robots are being developed and improved at a rapid pace, their social acceptance has

been limited. It is suspected that the ethical issues surrounding the use of

such robots may be obstructing the implementation of this technology. Many acceptance models have demonstrated that the ethical perceptions of older people, their families, and professional caregivers regarding care robots can impact their willingness to adopt this technology.

However, there is no universal model that can elucidate the relationship between ethical perceptions and the willingness to use care robots across countries and cultural contexts.

To fill this knowledge gap, a team of international researchers led by Professor Sayuri Suwa from

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Chiba University, including Dr. Hiroo Ide from the University of Tokyo, Dr. Yumi Akuta from Tokyo Healthcare University, Dr. Naonori Kodate from University College Dublin, Dr. Jaakko Hallila from Sein_{Ajoki} University Applied of

Sciences, and Dr. Wenwei Yu from Chiba University, among others, conducted a cross-sectional study across Japan, Ireland, and Finland. The findings of their study were made available online on July 25, 2023, and will be published in January 2024 in Volume 116 of the journal Archives of Gerontology and Geriatrics.

Sharing the motivation behind the study, Prof. Suwa explains, "Today, in Japan's superaged society, various care robots, including monitoring cameras, have been developed and marketed to compensate for the shortage of care staff and to alleviate their stress. However, there are no discussions among users-older people, family caregivers, and care staff-and developers regarding the

willingness to use care robots, the protection of privacy, and the appropriate use of personal information associated with the use of care robots. The desire to improve this situation and to promote appropriate utilization of care robots beyond Japan was the impetus for this research."

The team developed questionnaire that examined the ethical issues that could affect the

willingness to use a care robot across the three countries. The survey was conducted between November 2018 and February 2019 among older people, their family caregivers, and - professional caregivers. This study was also reviewed by multiple ethical committees in

all three countries. The researchers analyzed a total of 1,132 responses, which comprised 664 responses from Japan, 208 from Ireland, and 260 from Finland. They found that the willingness to use care robots was highest in Japan (77.1%), followed by Ireland (70.3%), and was lowest in Finland (52.8%).

See ROBOT Page 5



Page 2

Kaylin Neal, LPN

Charge Nurse at Belleview Health & Rehab in Oklahoma City and Student at SWOSU



Belleview Health & Rehab not only cares about its residents but also its staff, says Kaylin Neal, LPN.

Being a nurse requires compassion and a caring spirit about how they carry out their skills, said Kaylin Neal, LPN, Belleview Health & Rehab, located in Oklahoma City.

"These patients sometimes, we're the closest thing they have to their family left," Neal said. "It's taking time to listen to the patients and get to know them. It goes a long way for them."

She is currently in her final semester of earning a Bachelor of Science in Nursing degree at Southwestern State University. She is grateful that her employer offered her a scholarship.

Neal credits her grandmother for inspiring her nursing career. She was in middle school when her grandmother became paralyzed due to a car collision. At age 52, her grandmother was in and out of a hospital until she reached the point of requiring a nursing home to care for her.

"I spent almost every day from middle school to high school, five or six days a week going up and seeing her," Neal said. "What the staff did for her, and my family inspired me to become a nurse and help other patients like her."

As a charge nurse she is responsible for the oversight and care of about 30 patients on hall 4 of longterm care. She does treatments, helps with passing trays, changing patients, and preparing for appointments.

"Every day is a little bit different. I do a lot of wound care. I get orders and communicate with the doctors," Neal said. "If there are any changes, I'll communicate that with the families as well."

She earned her LPN license in 2020 after graduating from Chisholm Trail Technology Center in Kingfisher. Additionally, she earned an associate degree in science.

"I decided to get my CNA and work in a hospital for a few months," she said.

The hospital couldn't work with her schedule when she applied for nursing school. So, she applied at Belleview Health & Rehab which accepted her schedule.

She worked as a CNA for about a year and advanced as an LPN charge nurse. Accomplishing that role at Belleview Health & Rehab boosted her confidence. The nurses were very helpful by letting her observe advanced skills during nursing school, she added.

"The nursing staff here is always so helpful. We are a team here," Neal said. "I think the family aspect of the owners trickles down to the staff. It just makes it a great place to work."

New residents may transition from being independent to having someone take care of them. Neal is empathetic. She recalled the need her grandmother had when relying on other people.

"A compassionate person taking care of you just makes it so much better and easier," Neal said.

A nurse will introduce himself or herself upon the arrival of a new patient to make a good first impression. They explain menu items to choose from, call lights, and showers. They are introduced to how the nurses and nurse aides can help them in daily life.

"They have a menu that patients can pick from," Neal said.

A chef is available five days a week and other cooks work on weekends. Their menu also specializes in special diets, including renal, low sodium, and for diabetes. One chef special is available daily, but several other meal alternatives are also available.

"If they don't like that, then we can go talk to the chef. I have a patient who has really been wanting bacon, but she doesn't eat pork. So, our chef has recently ordered turkey bacon just for her. They really specialize in the patient," Neal said.

Residents need someone to listen to them, just as it was when they lived at home with families or a friend.

"A lot of them are so proud about their kids, their grandkids. They tell us stories," Neal said. "I have a patient that tells a joke every morning I come to work. They really get to know you. This morning he said, 'You come into this world naked, and somebody gives you their first bath. And you leave this world naked, and somebody gives you your last bath. So do something good today.""

Nursing has taught Neal to live life every day as if it were her last.

"I care for people. I want to make sure they have the best care possible. I'm like a mother hen. I like to take care of people and I think that trait has trickled off to my personal life," she said.

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CAREERS IN NURSING: A CHOICE FOR NATIVE AMERICANS - OKC INDIAN CLINIC IS THE DIFFERENCE story and photo by James Coburn, Staff Writer

Before becoming a new nurse 20 years ago, Tracee Barton felt inspired to work in labor and delivery.

"I always say that you can have five kids, but you only give birth to that child once," said Barton, RN, vice president of nursing at Oklahoma City Indian Clinic.

Each birth becomes something a mother will remember. And a support system for mothers would hit home with Barton. Having married a Native American, Barton's children came to the Oklahoma City Indian Clinic 22 years ago when they were toddlers during a time that she was without health insurance. She thought it would be just another clinic.

"Actually, it made a difference in my son's life," she said. "I never looked at it as a free clinic anymore. It was there to give Native Americans the health care that they deserved."

Barton earned three nursing degrees beginning with an Associate degree in Nursing from Redlands Community College in El Reno. She received both her Bachelor and Master of Science in Nursing degrees at Southwestern State

University, located in Weatherford.

Afterwards, she knew the Oklahoma City Indian Clinic was a place she would work at one day. Families experience rough days when health insurance is too expensive. The clinic never lets that effect the type of care a patient receives, Barton said. The clinic's vision and mission make a difference.

She was hired as the vice president of nursing in May of 2022 for her leadership experience. Her background includes being a charge nurse in labor and delivery. Additionally, Barton has served as an administrative director of women's health services. She was in a travel nursing leadership role in Florida when she learned there was an opening at the Oklahoma City Indian Clinic.

"One of the things I really work on is best practice. We're giving patients the same best practice they would get at one of the larger organizations down the road," she said. "We do a lot of skill checks and then manage every clinic."

clinics and four specialty clinics. Her team is constantly looking at new service lines to bring to patient care. They are expanding services for an HIV/syphilis clinic.

The Oklahoma City Indian Clinic is constantly making improvements reflecting community needs. The clinic has purchased a building in Oklahoma City off Southwest 44th and Western. It is in the development process to serve as a clinic for women and children.

"In three to five years we will have a birthing hospital there as well. Our patients won't have to go to Ada or where their insurance covers. They can come to us," Barton said.

Current Native American services include primary care, and women's health. They have two physicians who deliver infants at INTEGRIS Baptist Medical Center. Pediatrics is one of the booming services. Other services include programs for diabetes, podiatry, cardiology, a food pantry, and public health

Native Americans can go to Barton oversees five primary care the Oklahoma City Indian Clinic

for behavioral health services, health disease promotion, prevention, optometry, dentists, urgent care, respiratory care, physical therapy, a wellness center, diabetes education classrooms and the expanding Harmon-y Pediatric clinic.

Women can come to the clinic for mammograms without having to worry if they have health insurance.

Patients had been unable to afford \$4,000 hearing aids. That changed last year when the Oklahoma City Indian Clinic did a Red Feather service line to provide hearing aids.

"A gentleman said, 'I'm able to hear you on the phone because of the service you gave us."" Barton said.

Oklahoma City Indian Clinic nurses are very compassionate about the patients they serve as they build connections, Barton added. They get to know multi-generations of family and become an important part of those family tapestries of life. The clinic serves more than 22,000 registered patients.

"Our nurses are part of the continued next page





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Oklahoma City Indian Clinic nurses understand their mission to be the best in Native American Health Care, says Tracee Barton, RN, vice president of nursing.

BARTON Continued from Page 4

community we serve. So, it's personal for them," she continued. "Even though I'm not Native American, my children are. So that's part of the connection I have for me to be here and do what I do every day."

Providing compassion to patients experiencing hard times in life impacts

Barton's life.

"Just being there and maybe holding a hand or getting a phone number for someone who couldn't make contact — you can see in an instant the difference it makes on the patient. That's why I do what I do."

For more information on how to join the Oklahoma City Indian Clinic, click **HERE**.

2023 ONA ANNUAL CONVENTION ANNOUNCED

The Oklahoma Nurses Association will be hosting the 2023 annual convention in Oklahoma City September 27th through the 28th.

The goal of the convention is to focus on supporting nurses and building supportive structures for nurses' new normal as the work en-

nurses' new normal as the work environment evolves and highlight the difference nurses make every day in the life of patients.

This year, the convention will take place at the Embassy Suites by Hilton Oklahoma City Northwest, 3233 Northwest Expy in Oklahoma City. Register for the convention here: https://www.oklahomanurses.org/event-5288406

ROBOT Continued from Page 2

Next, the researchers developed a conceptual model and did it using statistical methods. From the questionnaire, the researchers included responses to ten items in the model, categorized into four broad domains acquisition of personal information, use of personal

information for medical and longterm care, secondary use of personal information, and participation in research and development. They then improved the model using Akaike's information criterion (AIC). The model underwent incremental improvements to attain better (smaller) AIC values. The final model was then applied to each country.

Thus, this study demonstrated the successful use of a single universal model that could explain the correlation between ethical perceptions and social implementation of care robots across three countries with different geographies, demographics, cultures, and systems.

Discussing the importance and long-term impact of their study, Prof. Suwa concludes, "From our results, we can infer that social implementation of care robots can be promoted if developers and researchers encourage potential users to participate in the development process, proposed

in the form of a co-design and co-production concept. We hope that the process

of developing care robots will be improved to contribute to human well-being in a global aging society."

Dr. Sayuri Suwa is a professor at the Department of Community Health Nursing, Graduate School of Nursing, Chiba University, Japan. She specializes in the research areas of gerontological and community health nursing, focusing on dementia care, home care, and ethics on assistive technology. Prof. Suwa has more than 50 publications in reputed journals, which have been accessed multiple times and an impressive citation score.

A Universal Ethical Perception Model



An international team of researchers has developed a universal model to relate users' perceptions with their willingness to use care robots. The model can be applied across countries and personal attributes. Image provided by Sayuri Suwa from Chiba University September 11, 2023

(AS PUBLISHED IN THE 2023 EDUCATION GUIDE TO NURSING)

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But the nursing programs at SWOSU don't stop there. The university also offers online professional programs in Health Information Management and Information Management at the graduate level. Additionally, SWOSU has two contractual agreement programs for Occupational Therapy Assistant and Physical Therapist Assistant Programs in partnership with Caddo Kiowa Technology Center.

SWOSU is proud to have six nationally accredited programs in Health Information Management, Nursing, Occupational Therapy Assistant, Physical Therapist Assistant, Radiologic Technology, and Medical Laboratory Technician. The university's professionally and academically qualified faculty are dedicated to mentoring students and helping them achieve their goals.

At SWOSU, students have access to a diverse selection of academic college courses and are rated as one of the most affordable universities in the region. Additionally, SWOSU's location in Weatherford is conveniently located on Interstate 40, less than one hour west of the Oklahoma City metro area. Whether you're a commuter or a traditional student, SWOSU provides accessibility and convenience.

SWOSU's nursing program is more than just traditional classroom learning. The university also boasts a nursing

simulation lab that provides hands-on experience in a controlled environment. The lab features high-tech manikins that can simulate a wide range of medical conditions and scenarios, allowing students to practice and develop their clinical skills in a safe and supportive environment. SWOSU's nursing programs have a strong emphasis on community service and engagement. Nursing students can participate in various community-based programs and initiatives, such as health fairs and clinics, providing valuable service to the local community while also gaining practical experience and skills.

SWOSU's nursing faculty are experienced professionals who bring a wealth of knowledge and expertise to the classroom. They are dedicated to helping students succeed and are committed to providing a supportive and inclusive learning environment. Additionally, the university offers a range of scholarships and financial aid opportunities to help nursing students achieve their academic and career goals.

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US to Regulate Nursing Home Staffing for First Fime Proposal Lower Than Many Advocates Hoped

By MATT SEDENSKY, AP national writer

The federal government will, for the first time, dictate staffing levels at nursing homes, the Biden administration said Friday, responding to systemic problems bared by mass COVID-19 deaths.

While such regulation has been sought for decades by allies of older adults and those with disabilities, the proposed threshold is far lower than many advocates had hoped. It also immediately drew ire from the nursing home industry, which said it amounted to a mandate that couldn't be met.

With criticism expected, a promise made with fanfare in President Joe Biden's 2022 State of the Union speech had its details revealed as many Americans turned away from the news for a holiday weekend.

"We are working to make sure no nursing home can sacrifice the safety of their residents just to add some dollars to their bottom line," the president said in a USA Today opinion piece.

The American Health Care Association, which lobbies for care facilities, called the proposal "unfathomable," saying it will worsen existing problems and cost homes billions of dollars.

"We hope to convince the administration to never finalize this rule as it is unfounded, unfunded, and unrealistic," said AHCA's president, Mark Parkinson, the former Democratic governor of Kansas.

The proposed rules, which now enter a public comment period and would take years more to fully take effect, call for staffing equivalent to 3 hours per resident per day, just over half an hour of it coming from registered nurses. The rules also call for facilities to have an RN on staff 24 hours a day, every day.

The average U.S. nursing home already has overall caregiver staffing



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of about 3.6 hours per resident per day, according to government reports, including RN staffing just above the half-hour mark.

Still, the government insists a majority of the country's roughly 15,000 nursing homes, which house some 1.2 million people, would have to add staff under the proposed rules.

Chiquita Brooks-LaSure, who heads the Centers for Medicare and Medicaid Services, or CMS, called the move "an important first step." CMS oversees nursing homes.

A senior White House official, speaking on the condition of anonymity ahead of the announcement, said the Biden administration was open to revisiting the staffing threshold once implemented.

"I would caution anyone who thinks that the status quo — in which there is no federal floor for nursing home staffing — is preferable to the standards we're proposing," said Stacy Sanders, an aide to Health Secretary Xavier Becerra. "This standard would raise staffing levels for more than 75% of nursing homes, bringing more nurse aides to the bedside and ensuring every nursing home has a registered nurse on site 24/7."

The new thresholds are drastically lower than those that had long been eyed by advocates after a landmark 2001 CMS-funded study recommended an average of 4.1 hours of nursing care per resident daily.

Most U.S. facilities don't meet that threshold. Many advocates said even it was insufficient, not taking into account quality of life, simply determining the point at which residents could suffer potential harm.

After the Democratic president elevated the issue in his State of the Union speech, advocates were initially elated, expecting the most significant change for residents since the Nursing Home Reform Act of 1987. That changed after a copy of a new CMS-funded study on the subject was inadvertently posted this week, claiming there is "no obvious plateau at which quality and safety are maximized."

Advocates were bereft, saying they felt betrayed by administration officials they thought to be allies. As word of the proposal became public early Friday some were even more blistering.

Richard Mollot, who leads the Long Term Care Community Coalition,

called it "completely inadequate" and a blown chance of "a once-in-ageneration opportunity" that "flouts any evidence" of what residents need and fails to make good on the heart of Biden's promise. He begrudgingly acknowledged the 24/7 RN rule could bring small improvements to the worst facilities, but he otherwise was withering in his criticism.

Calling the move "heartbreaking" and "nauseating," he said it would do more harm than good, putting a government imprimatur on poorly staffed homes and imperiling wrongful-death lawsuits.

"It is a tremendous dereliction of duty," he said. "We are continuing to allow nursing homes to warehouse people and to rip the public off."

Current law requires only that homes have "sufficient" staffing, but it leaves nearly all interpretation to states. Thirty-eight states and the District of Columbia have their own staffing regulations. Some are so low that advocates say they're meaningless, and, across the board, enforcement is often toothless.

The problem has long been apparent to front-line nurse aides — the low-paid, overwhelmingly female and disproportionately minority backbone of facility staffs — and to residents themselves, whose call bells go unanswered, whose showers become less frequent and who lie hungry, awaiting help with meals.

The coronavirus pandemic, which claimed more than 167,000 U.S. nursing home residents, brought the greatest attention to poor staffing in history. But, in its wake, many homes saw their staffing grow even thinner.

Across all job types, Bureau of Labor Statistics data shows nursing homes have 218,200 fewer employees than in February 2020, when the first U.S. outbreak of the coronavirus arrived at a nursing home outside Seattle.

AHCA has waged a relentless campaign claiming facilities were teetering, with Medicaid subsidies insufficient, widespread hiring issues and rampant home closures. While there have been scattered closures, the profitability of homes has repeatedly been exposed and critics have argued, if they just paid better, the workers would come.

Katie Smith Sloan, the head of LeadingAge, which represents nonprofit nursing homes, said it was meaningless to create a rule requiring facilities to hire additional staff when the industry was already in a workforce crisis and "there are simply no people to hire."

"To say that we are disappointed that President Biden chose to move forward with the proposed staffing ratios despite clear evidence against them is an understatement," she said. September 11, 2023

Page 9

Would you feel safe being a passenger in a driverless vehicle?

Oklahoma City Indian Clinic



Heather Murray, LPN

"They've had wrecks

before. So, No I would not."

"I don't think I would trust it. I wouldn't trust a car without a driver."



Jennifer Ondiveros, RN



A



Holly Genzer, administrative assistant

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- 1. pertaining to the heart
- 5. agent to prevent or delay blood clots
- 8. surgical excision of blood clot
- 9. decreased blood flow to a body part
- 12. acute infection caused by Epstein-Barr virus
- 13. irregular, random contraction of heart fibers
- 14. pertaining to the cerebrum
- 16. plastic or restorative surgery on a valve
- 19. enlargement of the spleen
- 21. bursting forth of blood
- 22. small arteries
- 23. muscular layer of heart
- 24. brain damage from interruption of blood supply
- 25. tumor of thymus gland

Down

BBB.

2. enlarged heart

- 3. accumulation of fatty substances in walls of arteries
- 4. layer lining heart and heart valves
- 6. tumor of lymphatic vessels
- 7. wall or partition dividing body space or cavity
- 10. low oxygen content
- 11. endovascular procedure reopening narrowed blood vessels
- 15. higher than normal blood pressure
- 17. dilation of a vessel caused by weakness
- 18. Fibrous sac enclosing heart
- 20. irregularity or loss of rhythm of heartbeat

ANSWERS ON PAGE 12



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Doctor and Norman Regional Introduce The Oklahoma Breast Center



Dr. Rable with the Clarix Imaging System.

Norman Regional's newly established comprehensive breast care clinic known as The Oklahoma Breast Center has now opened its doors. The Oklahoma Breast Center is led by surgical oncologist, Denise Rable, MD, FACS, who also serves as the director of breast services.

The Oklahoma Breast Center has surgery clinics in both Norman and Oklahoma City, with the Norman site also providing FDA-approved state-of-the-art imaging services accredited by the American College of Radiology. Dr. Rable states that this team is committed to providing topquality breast services to all of central Oklahoma, bridging treatment gaps for patients statewide.

Hailing from Tulsa, Dr. Rable's time in Norman started with undergraduate studies at the University of Oklahoma. She then proceeded to the University of Oklahoma Health Sciences Center in Oklahoma where she completed her general surgery residency and a fellowship in breast surgical oncology. Having spent a significant portion of her life in Norman, including her educational pursuits at OU and then the first decade of her surgical career, Rable's connection to the area is both personal and professional.

Dr. Rable's decision to partner with Norman Regional was cemented by their commitment to support a shared vision of a comprehensive breast program for all Oklahomans. "Norman Regional already has a beautiful facility on the HeathPlex campus and there is more construction underway which will include state-of-the-art operating rooms. This additional space will allow us to continue to expand our breast care program," said Dr. Rable.

In addition, to support from Norman Regional leadership, the Norman Regional Health Foundation has also played a significant role in contributing to The Oklahoma Breast Center. Through the "Equipped for Tomorrow" campaign, the center will feature the cutting-edge Clarix imaging system. This system is a game-changer, offering surgeons a 3D, real-time view of surgical margins, essential for reducing re-excision and recurrence rates.

Dr. Rable emphasizes a patient-centric approach, ensuring that individuals have access to the latest treatments, including breast reconstruction. "Our primary role is to be advocates," she stated. "In the difficult journey of a cancer diagnosis, we're here to guide, support and empower our patients."

The Oklahoma Breast Center prioritizes quality treatment but also recognizes the importance of accessibility and personalized care. From virtual consultations and genetic counseling to breast reconstructions, the center is equipped to offer comprehensive services and support. Nurse practitioner Jeneice Miller, APRN-CNP, AGN-BC, an expert in genetic testing, is another pillar of this center, also assisting in follow-up care and guiding patients through survivorship.



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A new degree aimed at professional business and STEM careers will allow students who want an Oklahoma State-branded associate degree to affordably reach their goals in the Oklahoma City area.

Pre-professional studies is a new degree program that should attract students who are drawn to the Cowboy brand at Oklahoma State University-Oklahoma City.

Starting in fall 2023, this OSU-OKC associate degree is intended for students who wish to transfer to a 4-year university; it will allow them to complete their first two years for many degree programs in business and STEM areas.

"Students can work with their advisors to complete entry requirements for many professional programs or can earn general education credit at an affordable price from a university in the metro," said Dr. Pam Stinson, provost and vice president of academic affairs at OSU-OKC.

This degree could be ideal for students who plan to eventually transfer to Oklahoma State's Stillwater campus but are currently in Oklahoma City. The degree is intended for transfer; however, students may complete the degree for a position that requires a degree that is not disciplinespecific.

For more information about OSU-OKC, visit https://osuokc.edu/.

Puzzle Answers: Affair of the Heart

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Got a Special Nursing Job? LET US FEATURE IT!

46TH ANNUAL SENIOR DAY

Wednesday, September 20

Free admission for Seniors 55+ (proof of age required) OF HAND STATE FAIR SENIOR DAY DU

Energized by

Session 3: 3:30 - 6 p.m.

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SCHEDULE OF ACTIVITIES

OF THIS WOR

OUT & ABOUT: SPACE WALK
SENIORS IN MOTION VIDEO VOTING
OKIE STOMPERS
BLACK HOLE TOSS
THE MILKY WAY - EXPANSIVE UNIVERSE OR DELICIOUS CANDY 11:30 a.m.
YMCA COMMUNITY TEAM
LOVE YOU TO THE MOON AND BACK COUPLES CHALLENGE 12:50 p.m.
OUT OF THIS WORLD KARAOKE CONTEST1:20 p.m.
IT'S NOT ROCKET SCIENCE
THE BIG BANG GAME SHOW
SAVE THE FROZEN PLANET
JIM GARLING
OKLAHOMA CITY SWING DANCE CLUB
ALIEN INVASION
VOCAL SOUNDS OF OKLAHOMA
ELVIS VISITS THE SPACE STATION
SHAWN KLUSH - TRIBUTE TO ELVIS

For more detailed information visit the Senior Day page on the Oklahoma State Fair website.

Oklahoma Palliative & Hospice Care Announces Clinical Director

submitted by Oklahoma Palliative & Hospice Care

Oklahoma Palliative & Hospice Care (OPHC) is pleased to announce that as of July 1, 2023, Heather Hinson, RN has officially taken on the position of Clinical Director. This critical appointment underlines the company's continued mission of enhancing the quality and continuity of nursing care.

"Heather's appointment as Clinical Director is a testament to her exceptional skill set, in-depth industry knowledge, and dedication to her patients," said Janet Rogers, RN, BSN Chief Nursing Officer. "We are confident she will continue to enhance our clinical operations and deliver the highest level of patient care."

Hinson has been an integral part of the OPHC team since she joined as the Patient Care Coordinator in 2014. Demonstrating dedication, leadership, and a patientfocused approach, Hinson has made significant contributions to the organization, previously serving as the Regional Patient Services Manager, where she efficiently managed the patient intake process for all HospiceServe agencies.

Hinson is a licensed practical nurse (LPN) and registered nurse (RN), having earned her RN degree from Oklahoma City Community College and LPN degree from Platte College in 2022 and 2010, respectively. She is also pursuing a Bachelor of Science in Nursing degree at Southwestern State University, with completion expected in 2024.

As Clinical Director, Hinson will work to collaborate with management to uphold the standard of nursing care and maintain its ongoing consistency. Her responsibilities will include participation in developing improvement initiatives and championing the nursing process, which involves careful planning, organization, education, and the leadership of clinical care activities. Hinson's goal is to ensure a perfect visit for every patient and caregiver



OKLAHOMA PALLIATIVE & HOSPICE CARE Proudly Announces CLINICAL DIRECTOR Heather Hinson



during each visit.

Hinson shared her excitement about her new role, stating, "It is an honor to step into the role of Clinical Director. I am eager to work with the team in this capacity and help foster an environment that prioritizes our patients and caregivers."

Founded on Christian principles,

Oklahoma Palliative & Hospice Care is a locally owned and independently operated organization dedicated to serving patients wherever they call home. The company is focused on delivering an outstanding, predictable, care experience every time, without exception. For more information visit https://www.oklahomahc.com.

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