2018 kalispell regional healthcare and north valley hospital AFFILIATION REPORT

The annual affiliation report is part of the affiliation agreement between North Valley Hospital and Kalispell Regional Healthcare (KRH). For the first five years of the affiliation, NVH will report on the changes and benefits of the affiliation to the facility, employees, and community.

In the last year, North Valley Hospital has advanced the benefits of the affiliation between NVH and KRH. Some of these benefits outlined in previous reports, include physician collaboration, services across facilities such as sleep lab and cardiopulmonary rehab, and establishing system-wide best practices.

This year, we highlight the following programs in 2018 that were established to improve patient care across the health care system.

**float nurses**

In March 2018, KRH established a program across the system which allowed for float nurses to work at both Kalispell Regional Medical Center and North Valley Hospital. These nurses attended training and orientation at both facilities to fully understand the integrated care in addition to any unique procedures. Now, float nurses work wherever they are most needed, making a flexible and highly trained workforce available to patients system-wide.

**policystat™**

In 2018 and early 2019, North Valley Hospital joined other Kalispell Regional Healthcare facilities by implementing a new web-based policy management system to improve policy access and to streamline updates system-wide. The policy management system, known as PolicyStat™, will benefit all facilities and departments in creating policy harmonization across the system.

management council

Kalispell Regional Healthcare integrated system-wide management level meetings, which now occur quarterly at KRH. Joining leaders together to discuss high-level management issues has built stronger teams across facilities, improved communication between departments, and helped employees build on each other's strengths.

**care coordination**

Care coordination, a program linking primary care providers with hospital staff to ensure continuity of health care, is the result of a large-scale collaboration between Kalispell Regional Medical Center and North Valley Hospital. Care coordination provides optimal outcomes when all providers, facilities, clinics, and care teams collaborate as patients navigate the health care system and care continuum, which system integration has made possible.
columbia falls clinics

The North Valley Professional Center and North Valley Physical Therapy continue to serve the Columbia Falls community with skilled therapists, physicians, and nurse practitioners. The Professional Center offers primary care, family medicine, obstetrics care, behavioral health, sports physicals, and more.

In 2018, the Professional Center continued to support the School Based Health Clinic at Columbia Falls High School, offering convenient health care access to students and faculty. Behavioral health is included in the School Based Health Clinic, which helps to increase access for teens.

North Valley Physical Therapy offers specialized sports training and rehabilitation programs, ergonomic consultations, surgery and women’s health rehab, and more.

eureka healthcare

Eureka Healthcare added a new service this year by starting a School Based Health Clinic specific to Lincoln County Schools. This clinic provides health care and telehealth support to students and faculty on-site, saving students, parents, and teachers from leaving school or work to access care. This program is off to a successful start, and was designed to meet the needs of Lincoln County students and faculty.

Eureka Healthcare added two new providers in 2018, Travis Schelling, PA, and Julie Cross, DO to serve patients in Eureka and provide timely access to care.

Chronic care management is another program offered to the Eureka community, in addition to current services such as visiting specialists, walk in care, family medicine, women’s health, behavioral telehealth, and increased visits from North Valley Hospital surgeons to assist with surgical consultations and post-operative treatment.

Employee Spotlight

NANCY HENRIKSSON, RN
Director, Care Continuum Services & Outpatient Infusion

Nancy Henriksson has been at North Valley Hospital for almost five years, and a nurse for more than 20 years. In previous jobs, she collaborated with health care systems nationwide to identify needs in patient support.

“I realized there are so many aspects that contribute to the overall health of individuals, and our health care system is overwhelming to navigate. Patients benefit more when we coordinate care and partner with our patients.”

Care continuum services include a team of RNs dedicated to helping patients, families, and caregivers manage their health care as they navigate through the inpatient and outpatient settings. The team provides services to ensure needs are met and continues support during hospital discharge and transition to home or another level of care.

“I have a passion for helping people overcome barriers to optimal health,” says Nancy. “Our rural community faces unique challenges in providing resources and support for patients. Our commitment is to provide quality care across the continuum of services, together with our patients and caregivers.”