“Educating the mind without educating the heart is no education at all.”
– Aristotle

Howl - Jack Bell
“Tell me and I forget,
Teach me and I may remember,
Involve me and I learn.”

– Benjamin Franklin
Our Mission
Improving health, comfort, and life.

Our Vision
To be a fully integrated and aligned health care system that provides high quality and low cost primary, specialty, and tertiary medical care for the people we serve.

Table of contents

The Value of Education ................................................................. 2
Overview of Education Services .................................................. 3
Education Endeavors by Service ............................................... 5-9
Nurse Residency Program ........................................................... 10
Student Department .................................................................... 12
Student Affiliations ..................................................................... 13, 14
Summer Intern Program ............................................................... 15
American Heart Association Training Center ............................... 15
Other Programs ........................................................................... 16
Fellowship Spotlight ................................................................... 17
Rural Surgery Resident Program ................................................ 18
KRH Culture ................................................................................ 20, 21
Continuing Education ................................................................. 22
Professional Publications/Presentations ................................. 23-30
Building a Dream ....................................................................... 31
Education Department Team ....................................................... 32
Contact Us .................................................................................. 33

Cover image: Paintbrush Above Grinnell Lake - Jack Bell
The Value of Education

Over the past several years, Kalispell Regional Healthcare (KRH) has evolved from a local community-based health care center to a regional resource for community and tertiary care. Quietly growing in synergy with the clinical programs has been an educational foundation and infrastructure, which allow the health system to become a destination for medical and clinical education.

Education serves as a clinical enhancer improving the scope and sophistication of the clinical programs. It forms the basis for quality improvement and outcome measures and is essential in optimizing preventive medicine.

Education influences the performance of all medical providers, staff and support teams. Providers are called upon to be lifelong learners. The health of our community is intimately tied to the influences of education on prevention, and changing population behaviors.

Educational-induced behavior changes convert potential patients into healthy citizens. In an era of population health economics, education reduces health care costs with avoidance of use and decreases length of stays, overall morbidity and mortality.

Education is vital to innovation and growth. It is a stalwart of talent retention. Education differentiates health care systems as being a resource to the local community as well as other lower acuity health care systems and providers.

On February 1, 2017, 53 members of the KRH community met for the first Educational Summit. This meeting was designed to start a conversation on how best to optimize the influence and impact of the educational efforts at KRH.

The goal in mind is to become not only a destination for complex and comprehensive medical care, but also a destination for medical and leadership education in the state of Montana.

This is the inaugural KRH Educational Registry. It is a living document. We encourage your participation in the effort to be complete.

Sincerely,
The Education Advisory Council
Heidi Brandt, MN, RN-BC
Nicholas Costrini, MD, PhD, MBA
Patrick Madigan, MD, MBA
Doug Nelson, MD
Thomas Origitano, MD, PhD
Robyn Whalen, PhD, MBA, BSN, RN
Pat Wilson, MN, BSN, RN
Overview of Education Services

- Affiliation with 62 colleges, eight high school and middle schools, and six other health care facilities
- 1062 students/observers for clinical/observation experiences (2016)
- Interface with 45 different undergraduate programs, 20 at Flathead Valley Community College (FVCC)
- Nursing programs: Flathead Valley Community College (LPN, ASN), Montana State University (BSN, Accelerated RN), Salish Kootenai College (ASN)
- Post graduate programs: Montana State University (Doctorate of Nursing, Masters of Nursing), Pacific Northwest University (osteopathic medical students), University of Montana (Doctorate of Pharmacology, Doctorate of Psychology)
- University of Washington: medical student rotations in surgery, neurology and OB/GYN
- Neurosurgical medical rotations: osteopathic medical students from across the country
- Residencies/fellowships:
  - Family Medicine Residency of Western Montana
  - Rural Surgery Residency Rotation (one year)
  - Physician assistant fellowships:
    - Neurological surgery, physical and rehabilitative medicine
- Services:
  - American Heart Association Training Center: 8,522 certificates awarded in 2016; 11 training sites statewide; 250 instructors statewide
  - Continuing Medical Education (CME): five regularly scheduled series and three conferences; 235 AMA Category 1 Credits offered; 5,918 participants
  - Continuing Nursing Education (CNE) programs: 54 programs offered; 230 contact hours offered; 2,273 certificates awarded
  - Married State Preceptor Program: 215 preceptors; 14 nursing and multidisciplinary units supported
  - RN Residency Program: two cohorts per year, nine nursing units receiving graduates; tracking to national accreditation in 2018
  - Clinical specialty area training: ICU, IMC, cath lab; medical/surgical; emergency; Pathways; outpatient clinics; radiation oncology; operating room; trauma; pediatrics; Brendan House
- Educational conferences supported: 6th Annual Cardiopulmonary; Timely Topics in Pediatrics; Critical Care Bootcamp; oncology conferences; American College of Cardiology; rotating state conferences; Pediatric Fundamental Critical Care Support, a Society of Critical Care Medicine (SCCM) program
- Employee development programs: Rise and Shine; First Impressions and Welcoming Attitudes; computer classes for KRH, Courageous Conversations; DiSCTM Styles
- General educational courses: strategic topics based on trends, events and needs
- Proctoring services: certifications, billing and medical boards
- Leadership and management development:
  - Excellence in Leadership
  - Business Builders
  - Charge Nurse Academy
  - Twin Bridges Leadership Competency Program
  - Regulatory, national and state requirement training programs
  - The Mandt System Training®
“What we learn with pleasure we never forget.”

– Alfred Mercier
Education Endeavors by Service

Education Department Courses and Classes
(not inclusive of American Heart Association)

• Clinical
  • Nursing Grand Rounds
  • Continuing Nurse Education
  • Preceptor
  • Nurse Residency Program – 12 month program; hires two cohorts of newly licensed nurses per year. Places in one of eight departments. Residents undergo 14 weeks of 1:1 precepted orientation on clinical units, eight bi-weekly 8-hour residency classes, followed by eight 3-hour monthly classes until 12 months of hire.
  • Continuing Medical Education programming as an educational partner with University of Washington
  • Continuing Medical Education programming through telemedicine with St. Patrick’s Hospital, Seattle Children’s Hospital and Denver Children’s Hospital

• Leadership Development
  • DiSC™ (Measure your Dominance, Influence, Steadiness and Conscientiousness) to better understand your work style and how to build more effective relationships
  • Business Builders
  • Charge Nurse Academy
  • Excellence in Leadership
  • Twin Bridges Leadership Competency Program

• Just In Time
  • Ebola Preparation Training
  • Pressure Ulcer Prevention
  • New Product Training

• Employee Development
  • Rise and Shine
  • Computer classes at KRH
  • Courageous Conversations
  • DiSC™
  • Mandt™
  • Proctoring Services
  • Simply Speaking
  • General education – strategize topics based on trends, events, requests and needs.
  • Multidisciplinary preceptor classes
  • The Power of First Impression and Welcoming Attitudes
  • How to Deliver a Great Presentation

Professional Publications/Presentations, cont.

Zeider, R: “Save the Brain.” Presented at Kalispell, MT, February 1, 2016.

Pediatric Surgery
Published Abstracts
Certification Offerings
(including American Heart Association)
- BLS – basic life support
- ACLS – advanced cardiac life support
- PALS – pediatric advanced life support
- PEARs – pediatric emergency assessment, recognition and stabilization
- NRP – neonatal resuscitation program
- BLS instructor
- ACLS instructor
- PALS instructor
- ILS – intermediate life support
- TNCC – trauma nursing care course
- ENPC – emergency nursing pediatric course
- Certification prep courses for nursing through HealthStream online education
- CMSRN – Medical Surgical Nursing Review Course and Certification Exam in conjunction with Flathead Valley Community College
- APHON – Association for Pediatric Hematology/Oncology Nurses; pediatric chemotherapy and biotherapy provider course

Digestive Health Institute
- Digestive Disease Challenges for Community Clinicians
  - University of Washington
    - AMA PRA Category 1 credits™
- CME Noon Conference Series GI presentations (1-3/year)
  - University of Washington
    - AMA PRA Category 1 credits™
- “Pizza, Polyps and Pancreas” lecture series every three months for nurses and clinicians
- Clinical rotation for rural surgery resident-endoscopy training
- Family Medicine Residency of Western Montana GI training
- Polson Health monthly GI lecture

Cancer Center Institute
- CME Noon Conference Series – regularly scheduled cancer talks
  - University of Washington
    - 42 AMA PRA Category 1 credit™
- Cancer Conference/Tumor Board
  - University of Washington
    - 70.5 AMA PRA Category 1 credits™
- Multidisciplinary Breast Cancer Conference
  - University of Washington
    - 12.5 AMA PRA Category 1 credits™
- Quarterly Cancer Conference education updates

Cardiopulmonary Services
- Cardiovascular Critical Care Conference
  - University of Washington
    - 50 AMA PRA Category 1 credits™
- CME Noon Conference Series cardiology presentations (4-6/year)
  - University of Washington
    - 42 AMA PRA Category 1 credits™
- Updates in Cardiopulmonary Disease Conference
  - University of Washington
    - 7 AMA PRA Category 1 credits™
- Basic EKG
- Advanced EKG
- Basic and advanced hemodynamics
- Hemodynamics for cath lab
- ICU and IMC open heart surgery classes
- Care of the patient post percutaneous coronary intervention (PCI)
- Care of the patient pre and post transcatheter aortic valve replacement (TAVR)
- Care of the patient with an intra-aortic balloon pump (IABP)
- Chest Tube Management
- ICU “Essentials of Critical Care Orientation” supplement classes
- Any needed Just In Time training (Impella®, new equipment, etc.)
- Preceptor classes
**Education Endeavors by Service, cont.**

**Emergency Services**
- Case Review Night for EMS and RN staff scheduled every other month
- Rocky Mountain Trauma Conference
  September 15-16, 2017 sponsored by Western Region Trauma Advisory Committee of which KRH is a member

**Family Practice Services**
- CME Noon Conference Series
  - University of Washington
    42 AMA PRA Category 1 credits™
- Family Medicine Residency of Western Montana
- Pacific Northwest University Osteopathic medical student third year core rotation
- American Academy of Family Physicians (AAFP) credit programs

**Health Information Technology Training**
- Computer applications for new employees
- Provider application training

**Human Resources**
- Bi-weekly general orientation
- Employee timekeeping training (content through HealthStream)
- Annual benefit education
- Leadership training, topics including but not limited to: sexual harassment, interviewing, fundamentals of HR, compassion fatigue and team building
- HR computer applications for leaders
- Performance management

**Medical Library Services**
- PubMed/CINAHL searching
- Creating a search string from PICO (problem/patient/population, intervention/indicator, comparison, outcome) statement
  - Clinical staff wanting to improve literature searching for clinical articles
  - MSU-Bozeman junior students
  - Student interns
- Searching the literature
  - Regularly scheduled course addressing needs of UBC (Unit Based Councils) and nurse residents
  - Advanced session in curriculum development stage
- Moving complaints to commitments
  - Part of up to seven languages series
    "How the Way We Talk Can Change the Way We Work"
- Evidence-based practice for the busy bedside nurse
- How to find funding sources and how to have a successful grant proposal
- Various departmental staff meetings, tailored to their interest and needs
  - Essential oils used by patients – What the OR RN needs to know
- Quickly finding patient education information; information prescriptions
Neuroscience and Spine Institute

- Pacific Northwest University osteopathic medical student third year core rotation
- Western University quarterly medical student rotation
- Physician assistant student rotations
- Clinical rotation for rural surgery resident
- Neurosurgical elective for family medicine residents
- University of Washington fourth year neurology clerkship
- Fellowship in neurological surgery for advanced practice providers
- Fellowship in physical and rehabilitative medicine for advanced practice providers
- Save the Brain educational training
- CME Noon Conference Series in neuroscience annual presentations
  - University of Washington
    - 42 AMA PRA Category 1 credits™
  - Neuroscience Institute Educational Conference (with teleconferencing to Hamilton and Anaconda)
    - University of Washington
      - 60 AMA PRA Category 1 credits™
- Neurological surgery case conference
- Neuroimaging conference
- Multidisciplinary spine conference
- Topics review
- Neuroscience education without CME (with teleconferencing to Hamilton and Anaconda)
  - Morbidity and mortality
  - Journal club
- Grand rounds in neuroscience annual presentations
- Bi-annual Flathead Valley Community College Nursing School lectures
- Glacier High School Career Fair
- Neuro Boot Camp
- ICU and ER “Emergency Neurological Life Support (ENLS)” (multiple annual presentations)
- Any needed Just In Time training (ICU EVD, new equipment, etc.)
- Stroke awareness at the health fair in Cut Bank
- Participation on AHA/ASA 2015 National Boot Camp Conference
- Participation on the planning committee for the 2017 State of Montana Stroke Conference
- Monthly second Thursday morning education for staff development
**Pediatric, Women and Children Services**

- Timely Topics
- Pediatric Grand Rounds
  - Series through Denver Children’s Hospital
    - AMA PRA Category 1 credits™
- NICU education
- NICU education — independent study
- Stabilization care of sick infants - sugar, temperature, airway, blood pressure, labs, emotional support (STABLE)
- Neonatal resuscitation program (NRP)
- Nursing care of OB patients
- Pediatric emergency assessment, recognition, and stabilization course (PEARS)
- PALS
- Outreach Education Regional Neonatal Nursing Grand Rounds 2016 – 2017 Video Teleconference Series through Seattle Children’s
- Peds-R-Us conference training every other year
- Decompensating pediatric patient
- Obstetric and Pediatric Grand Rounds
  - University of Washington 24 AMA PRA Category 1 credits™
- Society of Critical Care Medicine (SCCM); Pediatric Fundamental Critical Care Support (PFCCS) program

**Pharmacy**

- Pharmacy Journal Club
- Pharmacy Grand Rounds
- Pharmacy Times newsletter
- University of Montana pharmacy student rotations

**Surgical Services**

- University of Washington surgical clerkship rotations
- Pacific Northwest University osteopathic medical student core rotations
- New York Medical College rural surgery resident
- University of Kansas visiting medical student
- University of Washington core surgical rotation
- University of Washington; Wyoming, Alaska, Montana, Idaho (WWAMI) Graduate Medical Education (GME)
- National poster sessions by David Sheldon, MD and Randall Zuckerman, MD
- Forecasted programs
  - University of Utah GME surgical training
  - University of Washington international surgery resident training
  - Bassett Health care surgical oncology rotation
- Association of periOperative Registered Nurses (AORN): Peri-Op 101 Program
  - On-site administrator for Peri-Op 101 modules over six weeks
  - Surgical services educator oversees practicums and integration over 14 weeks
- Weekly Thursday morning education for staff development
- Organize and deliver an orientation to the following groups throughout the year:
  - Nursing students for three separate groups (FVCC, MSU – junior and seniors)
  - Paramedic students
  - Medical students (a new third medical student every six weeks)
  - Residents
- Observers and students
- Meditech 6.15 representative for OR and Endo
- KRH leadership presentations
- Summer intern leadership development program

**Presentations**

- Pokorny, A: “Exemplars of Success” (panelist), MT CAHN Nursing Education and Practice Summit, Helena, MT, April 6, 2016.
- Pokorny, A: “From Surviving to Thriving in Your First Year” (keynote), MNA Transition to Practice Conference, Helena, MT, January 23, 2017.
- Pokorny, A: MSNA Annual Student Convention, Helena, MT, October 8, 2016.
- Elson, E: “PCSK9 Inhibitors in Hyperlipidemia.” Cardiology in Montana for the Health care Providers of Pharmacy. Three Forks, MT, April, 2016.
- Elson, E: “Pulmonary Arterial Hypertension.” Pharmacy Grand Rounds, Kalispell Regional Medical Center, Kalispell, MT, September, 2016.
The KRH Nurse Residency Program is a 12-month program designed to support newly licensed nurses during their first year of employment. Research shows that the first year of nursing is a high-risk time for the profession, often resulting in turnover. The residency program is designed to bridge the gap between academics and practice, and to provide nurses an environment where they can build a strong clinical foundation, be immersed into our culture and values, and engage in the profession early on.

Twice per year (spring and fall), KRH hires an average of 12 nurse residents into the program. They are hired into a number of areas including all medical and surgical units, intermediate care, labor and delivery, neonatal intensive care, transitional care, behavioral health, and starting in 2018, intensive care.

For the first four months, nurse residents work one-on-one with a trained preceptor while also attending an eight-hour residency class twice per month. Class topics are taught by subject-matter experts and focus on topics that will help the nurse resident succeed in their role, such as prioritization and time management, inter-professional teamwork, critical thinking, adjusting to shift work, and compassion fatigue.

For the remainder of the year, nurse residents begin to work on their own and attend four-hour monthly residency classes. Class topics shift to topics around evidence-based practice, nursing professional development and leadership.

The program is currently seeking a national accreditation and hopes to become an accredited residency site by 2018.

For more information, contact the Program Coordinator, Mandy Pokorny, mpokorny@krmc.org.

Formalized in 2015, the program is built on five principles.
Teachers open the door, but you must enter by yourself.

– Chinese Proverb
**Postgraduate Programs**

11 different postgraduate programs
- Montana State University
  - Doctor of Nursing Practice
  - Master of Science in Nursing
- Pacific Northwest University Osteopathic Medical School
  - 2 students for third year core rotations
- University of Montana Psychology
  - 2 PhD students for 10-month practicum
- University of Washington School of Medicine
  - 7-8 medical students per year for a 6-week surgery clerkship
  - 4 medical students per year for a 6-week OB/GYN clerkship
- Western University Medical School
  - 4 medical students per year for a 4-week neurology clerkship
- Other medical schools
  - 6 students per year for a 4-week neurosurgery rotations

**Residencies and Fellowships**

- Family Medicine Residency of Western Montana – 6 residents per year
- Rural Surgical Residency – 1 resident for 1 year
- Physician assistant fellowships
## Student Affiliations

### Primary Undergraduate Affiliations
Clinical placements that recur annually

<table>
<thead>
<tr>
<th>Institution</th>
<th>Programs Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flathead Valley Community College</td>
<td>Associate of Science in Nursing, Certified Nursing Assistant, Medical Assistant, Paramedic, Pharmacy Technician, Phlebotomy, Physical Therapy Assistant, Practical Nurse, Radiology Technician, Surgical Technology</td>
</tr>
<tr>
<td>Missoula College-University of Montana</td>
<td>Respiratory Therapy</td>
</tr>
<tr>
<td>Montana State University</td>
<td>Bachelor of Science in Nursing, Dietetics, Clinical Lab Scientist</td>
</tr>
<tr>
<td>Salish Kootenai College</td>
<td>Associate Degree in Nursing</td>
</tr>
</tbody>
</table>

### Secondary Undergraduate Affiliations
Clinical placements that occur on a case-by-case basis with manager approval

<table>
<thead>
<tr>
<th>Institution</th>
<th>Programs Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bellevue College</td>
<td>Dosimetry, Mental Health Counseling</td>
</tr>
<tr>
<td>Capella University</td>
<td>Informatics, Dietetic</td>
</tr>
<tr>
<td>Colorado School of Nursing</td>
<td>Health Promotion</td>
</tr>
<tr>
<td>Eastern Michigan University</td>
<td>Communication Disorders, Physical Therapy</td>
</tr>
<tr>
<td>Emporium State University</td>
<td>Information Technology</td>
</tr>
<tr>
<td>Eastern Washington University</td>
<td>Respiratory</td>
</tr>
<tr>
<td>Flathead Valley Community College</td>
<td>Registered Nurse, Registered Nurse</td>
</tr>
<tr>
<td>Great Falls College-Montana State University</td>
<td>Health Care Informatics</td>
</tr>
<tr>
<td>Helena College</td>
<td>ASN to BSN</td>
</tr>
<tr>
<td>Liberty University</td>
<td>Bachelor of Science in Nursing</td>
</tr>
<tr>
<td>Montana Tech of University of Montana</td>
<td>Occupational Therapy</td>
</tr>
<tr>
<td>Montana State University Northern</td>
<td>Respiratory Therapy</td>
</tr>
<tr>
<td>MT Tech</td>
<td>Medical Office Clerk</td>
</tr>
<tr>
<td>Pacific University</td>
<td>Physical Therapy</td>
</tr>
<tr>
<td>Regis University</td>
<td>Health Information Technology</td>
</tr>
<tr>
<td>Salish Kootenai College</td>
<td>Counseling</td>
</tr>
<tr>
<td>Santa Barbara City College</td>
<td>Occupational Therapy</td>
</tr>
<tr>
<td>Seton Hall University</td>
<td>Exercise Science</td>
</tr>
<tr>
<td>University of Mary</td>
<td>Microbiology Medical Laboratory Scientist</td>
</tr>
<tr>
<td>University of Montana</td>
<td>Physical Therapy</td>
</tr>
<tr>
<td>University of North Dakota</td>
<td>Social Work</td>
</tr>
<tr>
<td>University of Puget Sound</td>
<td>Speech Therapy</td>
</tr>
<tr>
<td>University of Walla Walla</td>
<td>Bachelor of Science in Nursing</td>
</tr>
<tr>
<td>University of Wisconsin River Falls</td>
<td>Occupational Therapy</td>
</tr>
<tr>
<td>Weber State University</td>
<td>Clinical Exercise Physiology</td>
</tr>
<tr>
<td></td>
<td>Magnetic Resonance Imaging Technologist</td>
</tr>
</tbody>
</table>
## Primary Graduate Affiliations
Clinical placements that recur annually

<table>
<thead>
<tr>
<th>Institution/Medical School Program</th>
<th>Specialty</th>
</tr>
</thead>
<tbody>
<tr>
<td>KRH Physician Assistant Fellowship programs</td>
<td>Neurosurgery, Orthopedics (in development), Physical Medicine and Rehabilitation</td>
</tr>
<tr>
<td>Montana State University</td>
<td>Doctor of Nursing Practice Family/Individual, Doctor of Nursing Practice Psych/Mental Health, Master of Science in Nursing Clinical Nurse Leader</td>
</tr>
<tr>
<td>New York Medical College at Metropolitan Hospital</td>
<td>Rural Surgery Resident Program (1 year Surgical Resident)</td>
</tr>
<tr>
<td>Pacific Northwest University</td>
<td>Osteopathic 3rd and 4th year Medical Students</td>
</tr>
<tr>
<td>University of Washington</td>
<td>OB/GYN Clerkship</td>
</tr>
<tr>
<td>University of Montana</td>
<td>Pharmacist, Psychology PhD, Family Medicine Residency of Western Montana</td>
</tr>
</tbody>
</table>

## Secondary Graduate Affiliations
Clinical placements that occur on a case-by-case basis with manager approval

<table>
<thead>
<tr>
<th>Institution</th>
<th>Specialty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barry University</td>
<td>Physician Assistant</td>
</tr>
<tr>
<td>Chamberlain College of Nursing</td>
<td>Nurse Practitioner</td>
</tr>
<tr>
<td>Des Moines University</td>
<td>Medical Student</td>
</tr>
<tr>
<td>Duke University</td>
<td>Master of Science in Nursing</td>
</tr>
<tr>
<td>Frontier Nursing University</td>
<td>Midwifery</td>
</tr>
<tr>
<td>Gonzaga University</td>
<td>Family Nurse Practitioner</td>
</tr>
<tr>
<td>Heritage University</td>
<td>Physician Assistant</td>
</tr>
<tr>
<td>Idaho State University</td>
<td>Physician Assistant</td>
</tr>
<tr>
<td>Lake Erie College of Osteopathic Medicine</td>
<td>Medical Student</td>
</tr>
<tr>
<td>Marshall University</td>
<td>Pharmacy Student</td>
</tr>
<tr>
<td>Maryville University</td>
<td>Nurse Practitioner</td>
</tr>
<tr>
<td>Midwestern University</td>
<td>Pharmacy Student</td>
</tr>
<tr>
<td>Misericordia University</td>
<td>Physician Assistant</td>
</tr>
<tr>
<td>Pacific University</td>
<td>Physician Assistant</td>
</tr>
<tr>
<td>Rocky Mountain College</td>
<td>Physician Assistant</td>
</tr>
<tr>
<td>Rocky Mountain University</td>
<td>Nurse Practitioner</td>
</tr>
<tr>
<td>Rocky Vista University</td>
<td>Medical Student</td>
</tr>
<tr>
<td>South University</td>
<td>Nurse Practitioner</td>
</tr>
<tr>
<td>University of Americas</td>
<td>Medical Student</td>
</tr>
<tr>
<td>University of Arizona</td>
<td>Medical Student</td>
</tr>
<tr>
<td>University of Cincinnati</td>
<td>Nurse Practitioner</td>
</tr>
<tr>
<td>University of Iowa</td>
<td>Pharmacy Student</td>
</tr>
<tr>
<td>University of Pikeville</td>
<td>Medical Student</td>
</tr>
<tr>
<td>University of South Carolina</td>
<td>Physician Assistant</td>
</tr>
<tr>
<td>University of Utah</td>
<td>Medical Student, Midwifery</td>
</tr>
<tr>
<td>University of Washington MEDEX</td>
<td>Physician Assistant</td>
</tr>
<tr>
<td>Walden University</td>
<td>Master of Science in Nursing, Nurse Practitioner</td>
</tr>
<tr>
<td>Walla Walla University</td>
<td>Master in Social Work</td>
</tr>
<tr>
<td>West Virginia School of Medicine</td>
<td>Medical Student</td>
</tr>
<tr>
<td>Western University</td>
<td>Medical Student</td>
</tr>
</tbody>
</table>
Summer Intern Program

KRH hires 20-25 college students for four to six weeks each summer. Students must have completed one year of college to apply. The program goal is to expose the student to a variety of career choices tailored to each student’s specific interests in health care from finance to clinical areas. Students also take part in a two-day Leadership Training course. The Peter M. Sorini, MD, Educational Endowment will, in part, fund a summer internship program, which is meant to provide students an opportunity to experience the clinical neurosciences in hopes of inspiring a future career in the field.

Montana State University (MSU)
NRSG 498: Internship

KRH accepts 12-15 junior and senior level nursing students each May for the six-week program. This elective course is designed to increase competence and confidence in previously learned clinical skills. Students are paired with a KRH RN for a period of intensified clinical experience.

American Heart Association Training Center

The American Heart Association (AHA), established in 1924, is the nation’s oldest and largest voluntary organization dedicated to fighting heart disease and stroke. KRH became an AHA training center in 2001.

Our mission is to provide training to as many people as possible in the skills of CPR (cardiopulmonary resuscitation), ACLS (advanced cardiac life support), PALS (pediatric advanced life support), and PEARs (pediatric emergency advanced resuscitation support). Spanning western Montana, the KRH Training Center has 11 training sites and oversight for approximately 250 instructors.

Our advanced courses include ACLS and PALS teaching science-based treatment guidelines to health care professionals helping provide quality care. BLS (basic life support), ACLS, PALS and PEARs are course offerings under the guidelines of the AHA as well as other course offerings from the ENA (Emergency Nursing Association) such as ENPC (emergency nurse pediatric course) and TNCC (trauma nurse core course).
**Other Programs**

**Area Health Education Center (AHEC)**

**Research and Explore Awesome Careers in Health Care (REACH)**

REACH is a one-day program, taking place at the local health care facility that provides high school students the opportunity to explore the health care field through a variety of hands-on stations and activities. REACH usually contains a series of seven to eight stations, each approximately 30-45 minutes in length, led by professionals from various disciplines and KRH departments.

**Kalispell Regional Healthcare (KRH)**

**Educational Days**

KRH Educational Days are designed to provide local high school and middle school students with a chance to explore careers within the health care field by offering them a variety of experiences. The day consists of a series of three to five stations or tours, each approximately 25-45 minutes in length, led by KRH professionals from different departments.

**Observer Program**

An observer is a person who is in the facility to shadow a specific person(s). The observer will have no direct physical contact with the patient, nor direct or participate in the treatment of the patient in any way. This person is in the organization to observe only. A typical observation experience in any KRH department is one to four hours.

**Flathead High School (FHS)**

**Community School**

FHS Community School combines hands-on learning with community service. Students apply for internships in their areas of interest, and FHS staff will seek to match each participant with a volunteer mentor in those fields. Students are seeking placements in the medical field, education and business, along with areas as diverse as videography, cosmetology, forensics, wildlife biology and web comics. Most community school students will attend regular classes part of the day and earn credit off-campus for 5-15 hours per week.

**Employees from Other Montana Health Care Facilities**

**Non-employee Trainee Hands-On**

A non-employee trainee is a person employed by another facility, i.e., hospital or physician's clinic, seeking practical experience or training at KRH and will be involved in the treatment of patients under the supervision of KRH staff.

**Non-employee Trainee Observer**

A non-employee trainee observer is a person employed by another facility, i.e., hospital or physician's clinic, seeking observational experience and is at KRH to shadow a specific person(s). The observer will have no direct physical contact with the patient, nor direct or participate in the treatment of the patient in any way. This person is in the organization to observe only.

---

*Fellowship Spotlight*

**Congratulations to Jessica Christensen, PA-C on the completion of her Advanced Practice Provider Neurological Surgery Fellowship**

Advanced practice providers are playing an ever-increasing role in the delivery of subspecialty surgical care. Jessica completed the inaugural Neurological Surgery Advanced Practice Provider Fellowship at KRH. The fellowship was a combination of one year of clinical rotations and 50 learning modules. With the successful completion of her fellowship, Jessica has joined the Department of Neurological Surgery at KRH’s Neuroscience and Spine Institute.
**Fellowship Spotlight**

**Congratulations to**  
Jessica Christensen, PA-C  
**on the completion of her**  
Advanced Practice Provider  
Neurological Surgery Fellowship

Advanced practice providers are playing an ever increasing role in the delivery of subspecialty surgical care. Jessica completed the inaugural Neurological Surgery Advanced Practice Provider Fellowship at KRH. The fellowship was a combination of one year of clinical rotations and 50 learning modules. With the successful completion of her fellowship, Jessica has joined the Department of Neurological Surgery at KRH’s Neuroscience and Spine Institute.
KRH has implemented a unique program that provides a one year experience for a surgical resident to be exposed to rural surgery. David Sheldon, MD, and Randall Zuckerman, MD, have developed the program in collaboration with New York Medical College at Metropolitan Hospital Center.

Most surgical residency programs do not provide exposure to the complexities of being a rural surgeon who must manage a broad array of conditions that may not be within the practice scope of a general surgeon in a population dense area. In rural United States, more than 1,300 critical access hospitals (CAH) deliver health care to a large segment of our population that does not live near a tertiary medical center. A CAH is defined as a hospital of less than 25 beds that is greater than 25 miles from a larger tertiary care facility. Our rural state of Montana is home to 50 CAHs spread out over close to 150,000 square miles. KRH has developed this rural surgery program to prepare general surgeons that have expressed a desire to practice in a rural setting.

In KRH’s program, the resident is exposed to surgical oncology, rural trauma, acute care, obstetrics, gynecology, urology, endoscopy, radiology, plastics, orthopedics and neurosurgery in the operating rooms of The HealthCenter, Kalispell Regional Medical Center and North Valley Hospital. Part of the experience is also spent at Cabinet Peaks Medical Center in Libby, Frances Mahon Deaconess Hospital in Glasgow and St. Peter’s Hospital in Helena. More rural Montana hospitals are being recruited for this effort.

Cynthia Sulzbach, MD, was the first graduate of the program. Damitra Lotakis, MD, will be the Rural Surgery Resident July 2017 through June 2018.

A special thanks to all involved in this program that is being looked at as a model for the rest of the country to help prepare surgeons for the diverse skills needed in rural settings.

David Sheldon, MD
Randall Zuckerman, MD

Damitra Lotakis, MD, Rural Surgery Resident
“A leader is one who knows the way, goes the way, and shows the way.”

– John C. Maxwell
Our strategy is defined as “Doing what we need to do to win in our mission and market of improving health, comfort and life.”

The purpose of the KRH Cultural Architect Strategy is to embrace and tell the story that includes the mission, vision, values and clear expectations that deliver on the overall strategic goals. Our KRH culture influences and engages desire, engagement and execution of the overall KRH strategies. Culture is built every day based on practiced behaviors of KRH employees and defines the journey creating either positive or negative experiences. When culture engages the overall KRH strategy, execution of said strategies becomes sustainable and provides a clear competitive advantage in northwest Montana.

The focus of the KRH culture is to educate, communicate and drive the execution of organizational values, practices and behaviors that will ultimately drive the overall KRH strategies of people, service, quality, finance, growth and community. Core value skills are specific learned activities that will evolve into competencies which are skills + knowledge + behavior driving leadership core competencies in health care.

Culture is human and is a feeling of what really matters to people, and will ultimately drive the desired outcomes. Culture is monitored to understand the health and engagement of KRH.

Four Key Areas of Focus:
1. Engaged KRH leadership – Know what’s going on at all levels of the organization, internal and external to KRH.
2. Living the core values – Role models, live and practice the core values daily.
3. Core value ownership – Take ownership for everything around you and in your world. Recognize others for ownership and help others develop ownership behaviors by being a role model. Align culture and core values with leadership and employees at all levels.
4. Celebrate success and failures – Celebrate successes - no matter how small or large - and celebrate the learnings, too, as a result of mistakes.

At KRH, we authentically embrace the core values and keep these cultural cornerstones alive within the KRH organization.

Outcomes:
The communications strategies are designed to influence attitudes and change behaviors.

Specifically, employees will:
- Understand, practice and demonstrate behaviors of the KRH Core Values daily.
- Understand how to incorporate the core values and put them into practice in everyday tasks and interactions with others as well as help others practice through being a role model.
- Recognize others who are living, practicing and demonstrating behaviors that reflect the core values.

Three key objectives will be employed to achieve these desired outcomes:
- Teach the core values: Strategies to keep the core values visible and relevant for all audiences
- Live the core values: Strategies to help employees inspire and influence others
- Recognize the core values: Strategies to reinforce the core values through reward and recognition
**Supporting Messages**

*Why are the core values important?*
- KRH Core Values are not just words. They drive every decision and action taken.
- The KRH Core Values tell our patients and families, our community, our medical staff, potential employees and others what we’re about and what they can expect from us.
- The KRH Core Values are a recruitment and retention tool. They define our culture and working environment.

*Why should I care?*
- Developing a culture of integrity, compassion, service, excellence and ownership is not the role of a few. It is the role of all.
- The KRH Core Values were developed by employees, refined by administration, and approved by the board.
- The core values are incorporated into every KRH employee’s performance evaluation.
- Embracing the core values creates a healthier environment for everyone, which creates a better patient and employee experience.

*What’s in it for me?*
By embracing the core values, employees help build a positive culture at KRH for patients, families, employees and themselves that creates a safe, friendly, positive and comfortable environment. In turn, that provides a competitive advantage in improving health, comfort and life.

---

**As a guardian of this amazing organization, I will:**

Uphold **INTEGRITY** in my words and actions.

Show **COMPASSION** to every person, every time.

Provide **SERVICE** to my patients, my co-workers, and my community.

Demonstrate **EXCELLENCE** every day, in every way.

Take **OWNERSHIP** for all I do.

---

**Above all... do the right thing!**
Continuing Medical Education (CME)

Continuing medical education is a specific form of continuing education that helps those in the medical field maintain competence and learn about new and developing areas of their field. These activities may take place as live events, written publications, online programs, audio, video, or other electronic media. Content for these programs follows the educational design process including needs assessment, planning, implementation and evaluation.

What type of credit is offered for CME programs?
The American Medical Association has two categories of credit for CME programs: AMA PRA Category 1 Credit™ and AMA PRA Category 2 Credit™. For a further description differentiating the two categories, please see www.ama-assn.org/resources/doc/cme/pra-booklet.pdf. Kalispell Regional Medical Center’s CME program in partnership with the University of Washington, the approved provider, designates the CME programs for AMA PRA Category 1 Credit™.

In addition, for members of the American Academy of Family Physician (AAFP), the CME Noon Conference Series programming is acceptable for credit by the AAFP totaling 42 programs per year.

What is Kalispell Regional Medical Center’s relationship with University of Washington School of Medicine?
Kalispell Regional Medical Center (KRMC) is an educational partner with University of Washington School of Medicine. The University of Washington School of Medicine is accredited by the Accreditation Council for Continuing Medical Education (ACCME) and partners with KRMC to provide continuing medical education to medical professionals locally. KRMC offers five CME programs, four of which are weekly. KRMC is responsible for the educational design process which includes a needs assessment, planning, implementation and evaluation. This information is submitted in an application with a fee to University of Washington. Educational records such as program content and attendance are kept by KRMC and copies are forwarded to University of Washington on a regular basis.

Continuing Nursing Education (CNE)

KRH is an approved provider of continuing nursing education by the Montana Nurses Association, an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation. CNE educational programs may take place as live classes, conferences, online courses, webinars, videos, or other electronic media. KRMC maintains a rigorous process to ensure criteria is met for CNE programs.

Current CME and CNE schedules can be found on the WIRE under Education Services and at krh.org.
Nurse Residency Program

The KRH Nurse Residency Program is a 12-month program designed to support newly licensed nurses during their first year of employment. Research shows that the first year of nursing is a high-risk time for the profession, often resulting in turnover. The residency program is designed to bridge the gap between academics and practice, and to provide nurses an environment where they can build a strong clinical foundation, be immersed into our culture and values, and engage in the profession early on.

Twice per year (spring and fall), KRH hires an average of 12 nurse residents into the program. They are hired into a number of areas including all medical and surgical units, intermediate care, labor and delivery, neonatal intensive care, transitional care, behavioral health, and starting in 2018, intensive care.

For the first four months, nurse residents work one-on-one with a trained preceptor while also attending an eight-hour residency class twice per month. Class topics are taught by subject-matter experts and focus on topics that will help the nurse resident succeed in their role, such as prioritization and time management, inter-professional teamwork, critical thinking, adjusting to shift work, and compassion fatigue.

For the remainder of the year, nurse residents begin to work on their own and attend four-hour monthly residency classes. Class topics shift to topics around evidence-based practice, nursing professional development and leadership.

The program is currently seeking a national accreditation and hopes to become an accredited residency site by 2018.

For more information, contact the Program Coordinator, Mandy Pokorny, mpokorny@krmc.org.

---

Digestive Health Institute

Presentations


Lecture Programs for 2016

Costrini, N: “Advances in IBD.” Presented at Kalispell Regional Medical Center, Kalispell, MT, February 1, 2016.


Education

Published Abstracts

Presentations
Pokorny, A: “Exemplars of Success” (panelist), MT CAHN Nursing Education and Practice Summit, Helena, MT, April 6, 2016.

Pokorny, A: “From Surviving to Thriving in Your First Year” (keynote), MNA Transition to Practice Conference, Helena, MT, January 23, 2017.


Pokorny, A: MSNA Annual Student Convention, Helena, MT, October 8, 2016.

Pharmacy
Published Abstracts

Presentations


Elson, E: “PCSK9 Inhibitors in Hyperlipidemia.” Cardiology in Montana for the Health care Providers of Pharmacy. Three Forks, MT, April, 2016.

Elson, E: “Pulmonary Arterial Hypertension.” Pharmacy Grand Rounds, Kalispell Regional Medical Center, Kalispell, MT, September, 2016.


Morrison, G: “Pharmacy Annual OIG Presentation.” Presented at Kalispell Regional Medical Center, Kalispell, MT, October, 2016.
Neuroscience and Spine Institute

Peer Reviewed Publications


Published Abstracts


Origitano TC, Griffin Tep: “Neurological Surgery Physician Assistants Fellowship.” Presented at the 84th Annual Meeting of the Aans, Chicago, IL, April 30-May 4, 2016.

Origitano TC: “Developing a Tertiary Care Neuroscience and Spine Institute in a State without a University Medical Center.” Presented at the 51st Annual Meeting of the Rocky Mountain Neurosurgical Society, Whitefish, MT, June 19-22, 2016.


Presentations


Emergency Services

• Case Review Night for EMS and RN staff scheduled every other month

• Rocky Mountain Trauma Conference September 15-16, 2017 sponsored by Western Region Trauma Advisory Committee of which KRH is a member

Family Practice Services

• CME Noon Conference Series
  · University of Washington 42 AMA PRA Category 1 credits™
  · Family Medicine Residency of Western Montana
  · Pacific Northwest University Osteopathic medical student third year core rotation
  · American Academy of Family Physicians (AAFP) credit programs

Health Information Technology Training

• Computer applications for new employees
• Provider application training

Human Resources

• Bi-weekly general orientation
• Employee timekeeping training (content through HealthStream)
• Annual benefit education
• Leadership training, topics including but not limited to: sexual harassment, interviewing, fundamentals of HR, compassion fatigue and team building
• HR computer applications for leaders
• Performance management

Medical Library Services

• PubMed/CINAHL searching
• Creating a search string from PICO (problem/patient/population, intervention/indicator, comparison, outcome) statement
  · Clinical staff wanting to improve literature searching for clinical articles
  · MSU-Bozeman junior students
  · Student interns
• Searching the literature
  · Regularly scheduled course addressing needs of UBC (Unit Based Councils) and nurse residents
  · Advanced session in curriculum development stage
• Moving complaints to commitments
  · Part of up to seven languages series “How the Way We Talk Can Change the Way We Work”
• Evidence-based practice for the busy bedside nurse
• How to find funding sources and how to have a successful grant proposal
• Various departmental staff meetings, tailored to their interest and needs
  · Essential oils used by patients – What the OR RN needs to know
• Quickly finding patient education information; information prescriptions

Professional Publications/Presentations, cont.


Lindsay, Kurt: “Updates in Acute Stroke Care.” Presented at Marias Medical Center, Shelby, MT, May 4, 2016.

Lindsay Kurt: “Updates in Acute Stroke Care.” Presented at Liberty Medical Center, Chester, MT, May 5, 2016.

Lindsay, Kurt: “Updates in Acute Stroke Care.” Presented at St. Luke Medical Center, Ronan, MT, June 24, 2016.

Origitano, TC: “Hotel Management and the Art of Managing the Psycho-Socio Economic and Practical Aspects of Delivering Neurological Care: To Treat, To Cure: and/or To Heal.” Presented at the Neuroscience Staff Educational Conference, Kalispell, MT, August 20, 2015.


**Professional Publications/Presentations, cont.**


Origitano, TC: “Professionalism, Supervision, and Pearls for the Junior Resident.” Presented at the SNS Boot Camp Fundamentals Skills Course, Chicago, IL, July 8-9, 2016.


Perisho, N: “Stroke/TPA competencies.” Presented at Northern Rockies Medical Center in Cut Bank, MT, September 13, 2016.


Zeider, R: “Save the Brain.” Presented at Kalispell, MT, February, 1 2016.


**Pediatric Surgery**

*Published Abstracts*


Seifarth FG, Strong AT: “Laparoscopic approach to enteral access for chronic constipation.” The SAGES manual of pediatric minimally invasive surgery.


Presentations


Seifarth FG: Timely Topics in Pediatrics Conference at KRMC. “Abdominal pain and laparoscopic appendicitis.”
Overview of Education Services

• Affiliation with 62 colleges, eight high school and middle schools, and six other health care facilities
• 1062 students/observers for clinical/observation experiences (2016)
• Interface with 45 different undergraduate programs, 20 at Flathead Valley Community College (FVCC)
• Nursing programs: Flathead Valley Community College (LPN, ASN), Montana State University (BSN, Accelerated RN), Salish Kootenai College (ASN)
• Post graduate programs: Montana State University (Doctorate of Nursing, Masters of Nursing), Pacific Northwest University (osteopathic medical students), University of Montana (Doctorate of Pharmacology, Doctorate of Psychology)
• University of Washington: medical student rotations in surgery, neurology and OB/GYN
• Neurosurgical medical rotations: osteopathic medical students from across the country
• Residencies/fellowships:
  · Family Medicine Residency of Western Montana
  · Rural Surgery Residency Rotation (one year)
  · Physician assistant fellowships: Neurological surgery, physical and rehabilitative medicine

• Services:
  · American Heart Association Training Center: 8,522 certificates awarded in 2016; 11 training sites statewide; 250 instructors statewide
  · Continuing Medical Education (CME): five regularly scheduled series and three conferences; 235 AMA Category 1 Credits offered; 5,918 participants
  · Continuing Nursing Education (CNE) programs: 54 programs offered; 230 contact hours offered; 2,273 certificates awarded
  · Married State Preceptor Program: 215 preceptors; 14 nursing and multidisciplinary units supported
  · RN Residency Program: two cohorts per year, nine nursing units receiving graduates; tracking to national accreditation in 2018
  · Clinical specialty area training: ICU, IMC, cath lab; medical/surgical; emergency; Pathways; outpatient clinics; radiation oncology; operating room; trauma; pediatrics; Brendan House
• Educational conferences supported: 6th Annual Cardiopulmonary; Timely Topics in Pediatrics; Critical Care Bootcamp; oncology conferences; American College of Cardiology; rotating state conferences; Pediatric Fundamental Critical Care Support, a Society of Critical Care Medicine (SCCM) program
• Employee development programs: Rise and Shine; First Impressions and Welcoming Attitudes; computer classes for KRH, Courageous Conversations; DiSCTM Styles
• General educational courses: strategic topics based on trends, events and needs
• Proctoring services: certifications, billing and medical boards
• Leadership and management development:
  · Excellence in Leadership
  · Business Builders
  · Charge Nurse Academy
  · Twin Bridges Leadership Competency Program
  · Regulatory, national and state requirement training programs
  · The Mandt System Training

EDUCATION DEPARTMENT METRICS

<table>
<thead>
<tr>
<th># of Programs</th>
<th>Total Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>1,633</td>
</tr>
<tr>
<td>2014</td>
<td>1,124</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Program Hours</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>5,604</td>
</tr>
<tr>
<td>2014</td>
<td>3,462</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total Participants</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>50,870</td>
</tr>
<tr>
<td>2014</td>
<td>33,631</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total Education Participants</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>79,976</td>
</tr>
<tr>
<td>2014</td>
<td>49,936</td>
</tr>
</tbody>
</table>

Professional Publications/Presentations, cont.


Building a Dream: An Education Destination

It is our dream and aspiration to make KRH a regional resource for medical education across the spectrum of students. To do this, the educational program will need to develop a center of education, simulation and hospitality. The center would provide the following resources:

Education
The center would be a hub for medical education serving KRH and providing telehealth/conferencing to critical access hospitals and other major medical centers and groups in western Montana (Great Falls, Helena, Butte, Bozeman, and Missoula). The center would also interface with Flathead Valley Community College and Montana State University schools of nursing providing a vital educational link between hospital educational programs and local nursing schools. The center would contain a 400-seat conference auditorium, multiple flexible class room space which could flex from 10-50 seats, and a simulation laboratory which would be capable of performing practical skills courses (endoscopic simulation, cadaver dissection, basic procedural skills, etc.). The center would link to the hospital for simulcast of operative procedures. A catering facility would be included to serve both the educational and hospitality needs of the center.

Hospitality
The growth and development of KRH as a regional clinical and educational site will necessitate housing for traveling patients, families, students and conference attendees. Current facilities are significantly underpowered to accommodate the current clinical load of patients/families traveling from out of the area. The unique geographical and financial challenges of our patients would be accommodated with a sliding scale room and board rate providing hospitality for all.

Center scholars
An endowment to support center scholars would be established to provide educational and living support for individuals who are seeking advanced training outside the valley and/or coming to the valley to study for an extended period of time (ex: physicians, surgeons, nursing staff who are going to participate in technical training or education which will be brought back to KRH for implementation).

Center for simulation
The future of medical education and continuing medical education is simulation: see one, simulate 50, perform procedures under supervision, then alone. The demand for maintenance of certification is growing exponentially. This onsite facility would permit both model and cadaver simulations of operations and procedures and provide a venue for national and regional educational events.

Lead physician, surgeon and nursing in residence endowment
This endowment would provide a stipend for physician, surgeon and nursing leadership to carry out the educational, administrative and potential research missions of the center. The center would be located on the Kalispell Regional Medical Center campus constructed to provide patients and family with the healing and restorative views of the mountains. The center would play an integral role in the caring part of health care delivery for Montana patients in Montana.

If you are interested in more information on building this dream, please contact Tagen Vine, Foundation President, at tvine@krmc.org or (406) 751-6930.
Our Mission
To be a fully integrated and aligned health care system that provides high quality and low cost primary, specialty, and tertiary medical care for the people we serve.

Education Department Team

Kristi Anderson, MN, RN-BC, CNL
Continuing Education Coordinator

Mari Anderson, RN, CPAN
KRMC Training Center Coordinator

Torr Anderson
Multi-Media/Videoconferencing Technical Specialist

Shelley Astle, RN, CNOR
Training Center Educator

Lindsay Bennett, BA
Education Department Associate

Heidi Brandt, MN, RN-BC, CNL
Continuing Medical Education Coordinator

Rachel Burch, BSN, RN, CCRN-K
Pediatric Clinical Educator

Carla Genovese, BSN, RN-BC
Critical Care Clinical Educator

Debra Goodrum, BSN, RN
Acute Care Clinical Educator

Richard Haven, AA
Multi-Media/Videoconferencing Technical Specialist

Robert Lee, MS
KRMC Training Center Assistant

Jamie Mahowald, BS
Instructional Design Specialist

Melanie McManaway
Department Assistant, Instructional Design Specialist

Kathleen NallyMadigan, RN
Staff Development Educator

Katie Neff, MN, BSN, RN, CNL
Staff Development Educator

Peggy Perkins, RN, BSN, CEN
Emergency Department Clinical Educator

Mandy Pokorny MHA, BSN, RN
Nurse Residency Coordinator

Emily Sproul
Education Department Assistant

Tiffany Wehrmann, MBA
Education Department Operations Manager

Robyn Whalen, PhD, MBA, BSN, RN
Director Education Department
For more information regarding education opportunities at Kalispell Regional Healthcare, visit krh.org and select “For Employees” at the bottom of the page to browse options under “Education and Resources” or call (406) 752-1775.

Please send updates of professional publications/presentations and education programming to Lindsay Konen at lkonen@krmc.org.
“Educating the mind without educating the heart is no education at all.”

– Aristotle